

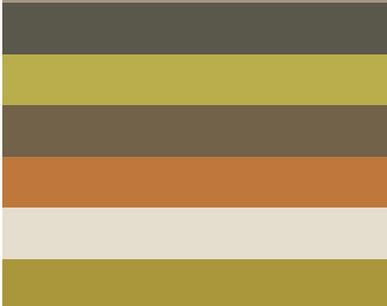


Updated  
March 2015



## JOINT BASE LANGLEY-EUSTIS – FORT EUSTIS

Published for the Joint Base Langley-Eustis Installation, United States Army Center for Initial Military Training (USACIMT), McDonald Army Health Center, 733<sup>rd</sup> Mission Support Group, 128<sup>th</sup> Aviation Brigade, 7<sup>th</sup> Sustainment, 93<sup>rd</sup> Signal Brigade and Tenant Organizations. Proponent for this document is the Joint Base Langley-Eustis (JBLE) Community Health Promotion Council (CHPC). Contact information and updates: 757-501-70xx or 757-501-7043. [darlean.m.basuedayva.ctr@mail.mil](mailto:darlean.m.basuedayva.ctr@mail.mil) or [joanne.r.dillard.ctr@mail.mil](mailto:joanne.r.dillard.ctr@mail.mil)



## **Introduction**

Joint Base Langley-Eustis is committed to building a strong and healthy community that supports Military Service Members, Families, DA Civilians, and Retirees. The Joint Base Langley-Eustis Community Resource Guide is a reference tool for contacting agencies responsible for providing Families assistance. Off-post agencies are occasionally listed to provide a full range of resources available within the Langley-Eustis (or say Newport News/Hampton) area.

### **HOW THIS RESOURCE GUIDE IS ORGANIZED**

The Community Resource Guide is organized as a reference tool for individuals to contact agencies that offer support in different areas. Please use the table of contents to identify a topic and locate available resources in the community. Each page/section is organized as follows:

- I. Topic listed
- II. Primary staff agencies responsible for assistance in providing services
- III. All services available with brief description, address and phone number

### **UNDERSTANDING INTERVENTIONS & PREVENTIONS**

An intervention is an orchestrated attempt by one, or often, many people (usually Family and friends) to get someone to seek professional help with an addiction or some kind of traumatic event or crisis. The term intervention is most often used when the traumatic event involves addiction to alcohol, drugs, suicidal ideations or other items.

A prevention is a program of activities directed at improving general well-being and often involving specific protection for selected purposes or diseases, such as immunization; while primary prevention is the avoidance of the onset of disease by behavior modification (e.g. limiting alcohol intake) or treatment (e.g. routing childhood immunization).

### **NEWCOMERS ORIENTATION**

If you are new to Joint Base Langley-Eustis or you are returning after spending time away from the installation your first stop should be the Newcomers Orientation The Relocation Readiness Program has partnered with In-processing and conducts an over-all briefing of ACS services to Soldiers and Family Members every other month starting in January at the Ft. Eustis Club 1000-1130, date are on the ACS calendar. Free onsite childcare is provided; no preregistration required. 6 weeks to 12 years in the summer, up to 5 years old during school months. The newcomers' orientation is designed to welcome and inform newly arrived Soldiers and Family members of the many Family support services available on Joint Base Langley-Eustis and surrounding communities. Soldiers and Families can visit many of the programs during the orientation. For more information visit <http://www.eustismwr.com/index.php/2011-11-16-17-10-33/relocation-readiness>, additional information can be obtained from (757) 878-2563. Offered to Soldiers, Family Members and DoD Civilians.

## TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>2</b>
NEWCOMER'S ORIENTATION.....	2
<b>ABUSE AND NEGLECT</b>	
ALCOHOL AND SUBSTANCE ABUSE .....	6
CHILD RELATED ISSUES/ABUSE .....	7
DOMESTIC VIOLENCE.....	8
SEXUAL ASSAULT/RAPE.....	9
<b>CHILD/YOUTH SERVICES</b>	
ADOPTION .....	10
BABYSITTING/CPR TRAINING.....	10
CHILDCARE .....	11
CHILDREN: REARING/PARENTING SKILLS/MENTORING .....	13
SAFETY CAR SEAT SAFETY .....	13
SCHOOLS AND SCHOOL TRANSITION SUPPORT .....	14
SPECIAL NEEDS .....	17
YOUTH/TEEN PROGRAMS .....	17
<b>COUNSELING</b>	
ANGER MANAGEMENT .....	19
CAREER COUNSELING .....	20
CAREGIVER MENTAL HEALTH AND WELLBEING .....	21
CAREGIVER SUPPORT .....	22
CASUALTY ASSISTANCE .....	24
COMBAT STRESS .....	24
COUNSELING: CHILDREN/FAMILIES/MARITAL/INDIVIDUAL .....	25
CRISIS MANAGEMENT .....	26
DEATHS/GRIEF & LOSS.....	27
PASTORAL COUNSELING.....	28
SUBSTANCE ABUSE.....	29
SUPPORT GROUPS.....	30
<b>CONCESSIONS/PERSONAL SERVICES</b>	
ALTERATIONS .....	38
BARBER SHOP .....	38
BARRACKS PHONES.....	38
BEAUTY SHOP .....	38
EXCHANGE MOBILE CENTER .....	39
GAMESTOP .....	39
GIFTS AND MORE.....	39
GNC .....	39
GUN COUNTER .....	39
LAUNDROMAT .....	39
MILITARY CLOTHING STORE.....	39
OPTICAL SHOP.....	39
OPTOMETRY.....	39
PATRIOT OUTFITTERS.....	40
POST EXCHANGE (PX) .....	40
SPECIALITY SHOP .....	40

## **EDUCATION AND TRAINING**

ADULT EDUCATION .....	40
EMPLOYMENT/VOLUNTEER SERVICES .....	41
ENGLISH AS A SECOND LANGUAGE.....	44
FINANCES .....	44
RESILIENCY TRAINING .....	46

## **FAMILY SUPPORT**

DEERS .....	46
DIVORCE.....	47
DEPLOYMENT READINESS .....	47
FAMILY READINESS GROUP .....	48
FOOD STAMPS/FOOD ASSISTANCE .....	49
SURVIVOR OUTREACH .....	55

## **FITNESS**

CIVILIAN FITNESS PROGRAM .....	56
PHYSICAL FITNESS FACILITIES .....	57
WEIGHT MANAGEMENT .....	59

## **INSTALLATION SUPPORT**

VETERINARY SERVICES/BOARDING/DOG PARKS .....	61
CASUALTY ASSISTANCE .....	63
CONSUMER PROTECTION .....	63
DINING.....	64
EMPLOYEE ASSISTANCE PROGRAM (EAP) .....	65
ID/CAC CARD PROCESSING .....	66
JBLE – EUSTIS EXPRESS .....	66
HOUSING/LODGING .....	67
INSPECTOR GENERAL .....	69
LEGAL.....	69
POLICE/FIRE DEPARTMENT.....	73
POST SERVICES .....	74
PROVOST MARSHALL .....	75
PUBLIC AFFAIRS OFFICE .....	76
SAFETY .....	77
TRANSPORTATION/AUTOMOTIVE .....	77
TRAVEL .....	80
WEAPONS REGISTRATION.....	83

## **MEDICAL SERVICES**

MCDONALD ARMY HEALTH CENTER.....	85
CLINICS.....	86
DENTAL .....	96
OPTOMETRY.....	99
PTSD/TBI.....	99
TRICARE .....	100
WOMEN’S HEALTH .....	102

## **MILITARY TRANSITION**

EMPLOYMENT ASSISTANCE.....	102
IN/OUT PROCESSING.....	103
MEDICAL BOARD/IDES .....	104
MOVING (PCS) .....	105
PASSPORTS.....	105

PERSONNEL.....	106
RELOCATION ASSISTANCE.....	109
RETIREMENT SERVICES .....	112
SPONSORSHIP.....	113
UTILITIES .....	113
VETERANS SERVICES.....	115
WOUNDED WARRIORS .....	118
<b>RECREATION</b>	
BETTER OPPORTUNITIES FOR SINGLE SOLDIERS (BOSS) .....	121
RECREATION AND LEISURE .....	121
TRIPS AND LEISURE.....	130
<b>SPIRITUAL SUPPORT/RELIGIOUS SERVICES</b>	
EMERGENCY RELIGIOUS SUPPORT .....	130
MARTIAL ASSISTANCE.....	131
RELIGIOUS EDUCATION .....	131
WORSHIP SERVICES .....	132
<b>SUICIDE PREVENTION</b>	
SUICIDE PREVENTION .....	134
<b>INDEX .....</b>	<b>136</b>
<b>APPENDICES</b>	
PHONE DIRECTORY .....	140

# Fort Eustis Community Resource Guide updated March 2015

---

## ABUSE AND NEGLECT

### Alcohol and Substance Abuse

#### Army Substance Abuse Program (Clinical Program)

2115 Pershing Avenue, Fort Eustis, VA 23604

757-878-1674

Hours of Operation: M, Tu, W, Fri 0730-1600; Closed for Training on Thursdays

Intervention and Treatment Services: The Army Substance Abuse Program offers services for alcohol and drug abuse problems. It is the primary clinic for Soldiers at Fort Eustis. Group and individual counseling is available.

#### Army Substance Abuse Program (ASAP)

2115 Pershing Avenue, 2nd Floor, Fort Eustis, VA 23604

757-878-2924

Hours of Operation: Monday-Friday 0730-1630

Education & Prevention Services: A wide range of prevention/education classes are available for Soldiers.

#### Tidewater Intergroup Council of Alcoholics Anonymous (AA)

4968 Euclid Road, Suite F, Virginia Beach, VA 23462

757-490-3980 (24 Hours)

<http://www.tidewaterintergroup.org/>

Intervention and Treatment Services: Provides support services to Alcoholics in the Hampton Roads area. Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is the desire to stop drinking. There are no dues or fees associated with AA membership. Their primary purpose is to stay sober and help other alcoholics to achieve sobriety.

### **Local Resources for AA Meetings**

Newport News: 757-595-1212

Hampton: 757-595-1212

### **Alcoholics Anonymous (AA)**

<http://www.aa.org/>

**Prevention and Intervention Services:** Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

### **Child Related Issues and Abuse**

Fort Eustis Abuse reporting: 757-878-0122, after hours 757-764-6800

Military Police: 757-878-4555

Virginia Child Protection Hotline: 1-800-552-7096

DoD Child Abuse Safety and Violation Hotline 1-800-336-4592

### **Installation Provost Marshal Office U.S. Army MP**

648 Washington Boulevard, Fort Eustis, VA 23604

757-878-4555

Hours of Operation: 24/7

**Services:** reporting any and all suspected child abuse violations

### **633d Medical Group Langley**

Family Advocacy Program (FAP)

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

757-878-0807; Family Advocacy Victim Advocates (24/7 Helpline) 757-637-4035

**Prevention and Intervention Services:** Family Advocacy Program provides interviews, assessments, intervention, and treatment and case management for Families involved with child abuse. Some of the treatment services available include: Anger Management Group, Stress Management Group, Parenting Classes, and Child/Family Counseling.

## **Domestic Violence**

Fort Eustis Abuse reporting: 757-878-0122, after hours 757-764-6800

Military Police: 757-878-4555

### **Installation Provost Marshal Office U.S. Army MP**

648 Washington Boulevard, Fort Eustis, VA 23604

757-878-4555

Hours of Operation: 24/7

Services: Reporting any and all suspected domestic abuse violations

### **633d Medical Group Langley**

Family Advocacy Program (FAP)

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

757-878-0807; Family Advocacy Victim Advocates (24/7 Helpline) 757-637-4035

Education and Prevention Services: FAP provides the following classes and group sessions for Families: Anger Management Group, Stress Management Group, Women's Support Groups, Couples Communication, Spouse Abuse Prevention Conflict Resolution, and Victim Advocacy for abused Family members.

### **Family Advocacy Victim Advocates (24/7)**

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

Crisis Line (24/7) 757-637-4035

Education and Intervention Services: Victim advocates are on-call 24 hours a day, 7 days a week to provide crisis intervention, safety planning, non-judgmental support, assistance in securing medical treatment for injuries, information on legal rights and proceedings, and referrals to military and civilian resources.

### **Sexual Assault/Prevention Response (SHARP)**

2115 Pershing Avenue, Fort Eustis, VA 23604

757-268-8967 (24 Hours)

<http://www.jble.af.mil/sexualassaultpreventioncenter.asp>

Education and Prevention Services: This Army Support Activity provides comprehensive prevention, training and victim assistance for active duty and family members over the age of eighteen (18).

## **Sexual Assault/Rape**

Fort Eustis Abuse reporting: 757-878-0122, after hours 757-764-6800  
Military Police: 757-878-4555

### **Installation Provost Marshal Office U.S. Army MP**

648 Washington Boulevard, Fort Eustis, VA 23604

757-878-4555

Hours of Operation: 24/7

Services: Reporting any and all suspected Sexual Assault/Rape violations

### **633d Medical Group Langley**

Family Advocacy Program (FAP)

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

757-878-0807; Family Advocacy Victim Advocates (24/7 Helpline) 757-637-4035

Education and Prevention Services: FAP provides the following classes and group sessions for Families: Anger Management Group, Stress Management Group, Women's Support Groups, Couples Communication, Spouse Abuse Prevention Conflict Resolution, and Victim Advocacy for abused Family members.

### **Sexual Assault/Prevention Response (SHARP)**

2115 Pershing Avenue, Fort Eustis, VA 23604

757-268-8967 (24 Hours)

<http://www.jble.af.mil/sexualassaultpreventioncenter.asp>

Education and Prevention Services: This Army Support Activity provides comprehensive prevention, training and victim assistance for active duty and family members over the age of eighteen (18).

### **Family Advocacy Victim Advocates (24/7)**

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

Crisis Line: 757-637-4035 (24/7)

Education and Intervention Services: Victim advocates are on-call 24 hours a day, 7 days a week to provide crisis intervention, safety planning, non-judgmental support, assistance in securing medical treatment for injuries, information on legal rights and proceedings, and referrals to military and civilian resources.

### **RAINN (Rape, Abuse & Incest National Network)**

1-800-656-HOPE

<http://www.rainn.org/>

Support Services: RAINN operates the National Sexual Assault Hotline providing free, confidential advice 24/7.

## **Child and Youth Services**

### **Adoption**

#### **Office of the Staff Judge Advocate**

2732 Madison Avenue, Fort Eustis, VA 23604

757-878-2205

Hours of Operation:

Services: Provide legal assistance to Soldiers and their Families in Adoption. When you come to your appointment, please bring any documentation you may have pertaining to your case.

#### **National Military Family Association**

<http://www.militaryfamily.org/your-benefits/adoption>

Services: The National Military Family Association provides an overview on reimbursement, leave and healthcare benefits when pursuing adoption.

#### **Administration for Children & Families**

[http://www.childwelfare.gov/pubs/f\\_milita.cfm](http://www.childwelfare.gov/pubs/f_milita.cfm)

Services: The Administration for Children & Families provides a useful factsheet that provides the basic information to help military Families learn about the adoption process.

### **Babysitting/CPR Training**

#### **Babysitter List**

Bldg. 650 Monroe Avenue, Fort Eustis, VA 23604

757-878-4025

Hours of Operation: Monday-Friday 0730 – 1630

Services: Parent Central Services Office maintains a list of registered babysitters in the Fort Eustis area.

#### **Red Cross/CPR Training**

1323 W Pembroke Avenue, Hampton, VA 23661

757-838-7320

<http://www.redcross.org/va/hampton>

Services: Offers training in lifeguarding, small craft safety, swimming, water safety education, babysitting, childcare, family caregiving, medical career training, nurse assistant training, pet first aid, bloodborne pathogens, family first aid, first aid (CPR, AED for lay responders), first aid (CPR, AED for professional rescuers), HIV/AIDS prevention education, emergency preparedness education, youth courses, and instructor training.

## **Childcare**

### **Child, Youth and School Services (Parent Central Services)**

Bldg. 650 Monroe Avenue, Fort Eustis, VA 23604

757-878-4025/1564

Hours of Operation: Monday-Friday 0730 – 1630

<http://eustismwr.com/index.php/2011-11-16-17-06-50/central-registration>

**Services:** Offers assistance to Families in locating childcare for their specific needs for both traditional and non-traditional childcare and maintains several facilities on the installation for childcare purposes. Registration and enrollment of children in all CYSS programs is done at the Parent Central Services office. Parent Central is a one-stop registration point for the **Child Development Center (CDC), Family Child Care(FCC), School Age Programs(SAP) Middle School/Teen(MS/T), Sports and Fitness(S&F), SKIES Unlimited, Youth Programs(YP), and Outreach Services(OS).**

### **Child Development Centers (CDC)**

Madison Avenue Child Development Center

Bldg. 926 Madison Avenue, Fort Eustis, VA 23604

727-878-4000/3294

### **Pershing Avenue Child Development Center**

Bldg. 1140 Pershing Avenue, Fort Eustis, VA 23604

757-878-4723/3072

Hours of Operation: Monday-Friday 530 – 1800

**Services:** Madison and Pershing CDC offer full-day and hourly care to the Fort Eustis community for ages four (4) weeks to five (5) years. They also provide preschool and pre-kindergarten programs.

### **Family Child Care (FCC)**

Bldg. 925 Madison Avenue, Fort Eustis, VA 23604

757-878-5584

Hours of Operation: Monday-Friday 0800 -1700

**Services:** FCC offers small multi-age group care in a home environment. FCC professionals provide a variety of home care options for children age 4 weeks to 12 years old.

### **School Age Program (formerly SAP)**

Bldg. 925 Madison Avenue, Fort Eustis, VA 23604

757-878-5339

Hours of Operation: Mon, Tu, Th, and Fri 0530- 0900 and 1500 – 1800; Wed 0530 – 0900 and 1200 – 1800

Services: The Fort Eustis School Age Program offers before and after school care and hourly care for children from first through fifth grades during the school year and full day care during school-out days and vacations.

**Russ Child Development Center**

17 Burrell Loop Road, Langley AFB, VA 23665  
757-764-3585

Hours of Operation: Monday-Friday 0630 – 1800

<http://www.fsslangley.com>

Services: Russ Child Development Center offer full-day and hourly care to the Langley community for ages six (6) weeks to five (5) years. They also provide preschool and pre-kindergarten programs.

**Child Care Aware of America (formerly NACCRRRA -Army Fee Assistance Program Administrator)**

[www.armyfeeassistancenaccrra.org/](http://www.armyfeeassistancenaccrra.org/)

1-800-424-2246

Email inquiries: [misp@usa.childcareaware.org](mailto:misp@usa.childcareaware.org)

Services: Child Care Aware® of America is our nation’s leading voice for child care. We work with state and local Child Care Resource and Referral agencies (CCR&Rs) and other community partners to ensure that all families have access to quality, affordable child care. Since 2004, Installation Management Command (IMCOM) G9 Family and MWR Programs have offered Army Child Care Fee Assistance programs. The Fee Assistance programs have been administered by NACCRRRA and by The General Services Administration (GSA).

*For general program eligibility, please view our program description page. Additional eligibility requirements may vary by program. Below is a list of common eligibility requirements for Army Families:*

- Fee assistance programs are provided for children ages birth through 12 years.
- The Service Member’s spouse must be working at least 16 hours per week or enrolled in school for at least 6 undergraduate credit hours or 3 graduate credit hours for the OMCC(Operation: Military Child Care), MCCYN (Military Child Care in Your Neighborhood), ACCYN (Army Child Care in Your Neighborhood) or ASPYN (Army School Age Programs in Your Neighborhood) programs. Temporary assistance is available for spouses who are seeking employment.

All programs require families to use a provider with a state child care license who has been inspected within the last 12 months. For the MCCYN program, providers must meet additional high quality standards.

### **Preschool Partners/Smart Beginnings Virginia Peninsula**

321 Main Street, Ste A, Newport News, VA 23601

757-240-2731

[www.preschoolpartnersva.org](http://www.preschoolpartnersva.org)

Services: Fee assistance programs are provided for children ages birth to 12 years. The Service Member's spouse must be working or enrolled in school for the OMCC (Operation: Military Child Care), MCCYN (Military Child Care in Your Neighborhood), ACCYN (Army Child Care in Your Neighborhood) or ASPYN (Army School Age Programs in Your Neighborhood) programs. Temporary assistance is available for spouses who are seeking employment. All programs require families to use a provider with a state child care license who has been inspected within the last 12 months. For the MCCYN program, providers must meet additional high quality standards.

## **Children: Rearing/Parenting Skills/Mentoring**

### **633d Medical Group Langley**

Family Advocacy Program (FAP)

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

757-878-0807; Family Advocacy Victim Advocates (24/7 Helpline) 757-637-4035

Education and Prevention Services: FAP provides the following classes and group sessions for Families: Anger Management Group, Stress Management Group, Women's Support Groups, Couples Communication, Spouse Abuse Prevention Conflict Resolution, and Victim Advocacy for abused Family members.

## **Safety Car Seat Inspection**

### **733 CED Fort Eustis Fire and Emergency Services**

648 Washington Boulevard, Fort Eustis, VA 23604

757-787-1008 (Administration Office); 911 (Emergency Services)

757-878-4281 POC

Services: The Ft. Eustis fire department is available to inspect your child car seat or booster for proper installation in your car. Call for appointment.

### **Langley Air Force Base Fire & Emergency Services**

87 Sweeney Boulevard, Langley AFB, VA

757-764-4091 POC

Services: The Langley AFB fire department is available to inspect your child car seat or booster for proper installation in your car. Call for appointment.

### **Newport News Fire Station (any)**

Hours of operation: 0800 – 2000

Seven days a week

### **Hampton Health Department**

3130 Victoria Blvd, Hampton, VA 23661

Contact: Ms. Ruby Gatling

757-727-1172, ext. 21715

Services: The Hampton Health Department is available to inspect your child car seat or booster for proper installation in your car. Please call the above number to schedule an appointment.

## **Schools and School Transition Support**

### **Fort Eustis School Liaison**

Bldg. 650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3514

Hours of Operation: Monday-Friday 0730 – 1630

Services: Assists parents with information and advocates on behalf of the student both on and off post schools. Provides support related to various issues for grades K-12.

### **General Stanford Elementary School**

929 Madison Avenue, Fort Eustis, VA 23604

757-888-3200

<http://generalstanford.nn.k12.va.us/>

Hours of Operation: 0730 – 1615; Monday - Friday

Services: General Stanford Elementary School is located on Fort Eustis and is part of the Newport News Public Schools District. It provides education to students starting at kindergarten through fifth grade.

### **Chesapeake Public School District**

312 Cedar Road, Chesapeake, VA 23322

(757) 547-0153

<http://www.cpschools.com/index.php>

Services: Chesapeake City School District consists of 28 elementary schools, 10 middle schools and 7 high schools for students residing in Chesapeake, VA. The district does provide preschool for at risk and special needs children.

### **Hampton City Public School District**

1 Franklin Street, Hampton, VA 23669

757-727-2000

<http://www.sbo.hampton.k12.va.us/>

Services: Hampton City School District consists of 19 elementary schools, 2 PreK-8 schools, 5 middle schools and 6 high schools for students residing in Hampton, VA. Kindergarten is a full day program and the district does provide preschool for at risk and special needs children.

**Newport News Public School District**

12465 Warwick Boulevard, Newport News, VA 23603

757-591-4500

<http://www.nnschools.org/>

Services: Newport News School District consists of 24 elementary schools, 8 middle schools and 6 high schools for students residing in Newport News, VA. Kindergarten is a full day program and the district does provide preschool for at risk and special needs children.

**Norfolk Public School District**

800 East City Hall Avenue, Norfolk, VA 23510

757-628-3830

<http://www.nps.k12.va.us/>

Services: Norfolk Public Schools includes 37 Elementary Schools, 9 Middle Schools and 5 High Schools. Kindergarten is a full day program and the district does provide preschool for at risk and special needs children.

**Poquoson City Public Schools**

500 City Hall Avenue, Poquoson, Virginia 23662

(757) 868-3055

[http://www.poquoson.k12.va.us/pages/Poquoson\\_City\\_Public\\_Schools](http://www.poquoson.k12.va.us/pages/Poquoson_City_Public_Schools)

Services: Poquoson City Public Schools includes one Elementary School, one Middle School and one High School. The district does provide preschool for at risk and special needs children.

**Portsmouth Public Schools**

801 Crawford St, Portsmouth, VA 23704

(757) 393-8742

<http://pps.k12.va.us/>

Services: Portsmouth Public Schools includes three high schools, three middle schools, 13 elementary schools, four Pre-K Centers, an alternative school, an adult learning center, and a Career and Technical Education Office at the Portsmouth Campus of TCC.

**Suffolk Public Schools**

100 N. Main Street, Suffolk, VA 23434

(757) 925-6750

<http://www.spsk12.net/>

Services: Suffolk Public Schools includes 14 Elementary Schools, 4 Middle Schools and 3 High Schools. Kindergarten is a full day program and the district does provide preschool for at risk and special needs children.

**Virginia Beach City Public Schools**

2512 George Mason Drive, Virginia Beach, VA 23456

(757) 263-1000

<http://vbschools.com/>

Services: Virginia Beach Public Schools include 56 Elementary Schools, 15 Middle Schools, 14 High Schools and 6 Special Purpose Schools (Advance Programs Schools). Virginia Beach

City Public Schools offers half-day classes for children who will be five-years old on or before September 30 of the upcoming school year. Virginia Beach residents have an educational resource - **Early Discoveries** - made possible through the *Virginia Preschool Initiative*. This program benefits four-year-old children at risk of educational failure and not currently enrolled in a preschool program.

**Williamsburg-James City County Public Schools**

117 Ironbound Road, Williamsburg, VA 23185

757-565-9383

<http://www.edline.net/pages/WJCC>

Services: Williamsburg-James City County Public Schools consists of 9 elementary schools, 3 middle schools and 3 high schools for students residing in Williamsburg-James City County. Kindergarten is a full day program and the school division does provide preschool for at risk and special needs children.

**York County School Division**

302 Dare Road, Yorktown, Virginia 23692

757-898-0300

<http://yorkcountyschools.org/>

Services: York County School Division consists of 11 elementary schools, 4 middle schools and 6 high schools for students residing in York County. Kindergarten is a full day program and the school division does provide preschool for at risk and special needs children.

**SAFE SCHOOL Hotline (Hampton)**

757-727-2255

<http://www.sbo.hampton.k12.va.us/departments/studentervices/studentervices.html>

Prevention Services: The Department of Student Services works to ensure that Hampton City Schools is able to provide the best education possible in schools that are free of disruption, conflicts or violence. While working in partnership with law enforcement, fire officials, courts, social services, partners and the greater community, the department develops ways to keep school safe where teachers can focus on teaching and students can focus on learning.

**Newport News Public Schools Crime Line**

757-591-3800

<http://sbo.nn.k12.va.us/bullying/>

Prevention Services: NNPS has put programs in place to ensure our students have a safe and nurturing environment in which to learn. But our partnership of students, parents, family members and others is the most important link in this effort. We invite anyone who knows of a bullying or other safety concern in our schools to contact us so that we can work together in keeping schools the safest place possible for our children. NNPS Crime Line for students and others to report safety concerns in a confidential manner.

## **Newport News Public Schools Hotlines:**

- Denbigh 757-283-7876
- Dozier 757-888-3391
- Gildersleeve 757- 283-7873
- Heritage 757-283-7872
- Huntington 757- 283-7793
- Menchville 757-283-7877
- Warwick 757-283-7874
- Woodside 757-283-7786

## **Special Needs**

### **McDonald Army Health Center Exceptional Family Member Program (EFMP)**

576 Jefferson Avenue, Fort Eustis, VA 23604, Room B-22  
757-314-7932

Hours of Operation: Monday-Friday 0730-1630

<http://mcdonald.narmc.amedd.army.mil/Pages/PedsEFMP.aspx>

Services: The military's Exceptional Family Member Program is designed to identify Family Members with special needs and make sure that the service member is assigned to a location where the Family member's medical needs will be met. If someone in your Family qualifies for the program, you are required to enroll in the EFMP.

### **Army Community Services (ACS) Exceptional Family Member Program (EFMP)**

650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-1954

Hours of Operation: Monday-Friday 0730 – 1630

<http://eustismwr.com/index.php/2011-11-16-17-10-33/exceptional-family-member-program>

Services: The Fort Eustis Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works in partnership with various military and civilian agencies to provide comprehensive and coordinated support. Army Community Service Exceptional Family Member Program offers advocacy services, IEP assistance, unit/FRG briefings, relocation assistance, and respite care to eligible recipients, support groups, holiday and special events and referrals.

## **Youth and Teen Programs (Sports and SKIES)**

### **Child, Youth and School Services (Parent Central Services)**

Bldg. 650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-4025/1564

Hours of Operation: Monday-Friday 0730 – 1630

<http://new.jbleforcesupport.com/parent-central/#>

Services: Parent Central is a one-stop registration point for the Child Development Center (CDC), Family Child Care(FCC), School Age Programs(SAP) Middle School/Teen(MS/T), Sports and Fitness(S&F), SKIES Unlimited, Youth Programs(YP), and Outreach Services(OS).

### **Youth Center (Middle School and Teens)**

1102 Pershing Avenue, Fort Eustis, VA 23604

757-878-2662

Hours of Operation: Monday-Thursday 1400 – 1900; Friday 1400 – 2200

<http://eustismwr.com/index.php/2011-11-16-17-06-50/middle-school-teen>

Services: Youth Center provides age appropriate programs that are geared to allow your son or daughter to grow as an adult, teaching them resourceful life skills they can use along the way. The center is a great place for teens to hang out with friends.

### **Youth Sports Program**

655 Williamson Loop, Fort Eustis, VA 23604

757-878-3724

Hours of Operation: Monday-Friday 0800 – 1600

<http://eustismwr.com/index.php/2011-11-16-17-06-50/youth-sports-programs>

Services: Provides social interaction in a wide range of recreational and developmental activities for youth, grades K-12. Registration and physicals are required for all activities.

### **School of Knowledge, Inspiration, Exploration and Skills (SKIES)**

650 Monroe Avenue, Suite 100, Fort Eustis, VA 23604

757-878-4025

Hours of Operation: Monday-Friday 0730 – 1630

<http://eustismwr.com/index.php/2011-11-16-17-06-50/skies-unlimited>

Services: SKIES encompasses instructional programs for children and youths that include Sports, Arts, Life Skills and Academic Skills.

### **Army Family Team Building Program**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3129

Hours of Operation: Monday-Friday 0730 – 1600

<http://eustismwr.com/index.php/2011-11-16-17-10-33/army-family-team-building>

Services: AFTB offers personal and professional development classes free of charge to any person associated with the military.

### **633d Medical Group Langley**

Family Advocacy Program (FAP)

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

757-878-0807; Family Advocacy Victim Advocates (24/7 Helpline) 757-637-4035

Education and Prevention Services: FAP provides the following classes and group sessions for Families: Anger Management Group, Stress Management Group, Women's Support Groups,

Couples Communication, Spouse Abuse Prevention Conflict Resolution, and Victim Advocacy for abused Family members.

## **Counseling**

### **Anger Management**

#### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: The Fort Eustis Family Life Chaplain provides the following program: Marriage and Family Pastoral Counseling, Family Wellness Program, Marriage Enrichment Programs and Marriage Preparation, Counseling Training for Chaplains.

#### **Military Family Life Consultant (MFLC)**

630 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

Prevention & Intervention Services: Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

#### **633d Medical Group Langley**

Family Advocacy Program (FAP)

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

757-878-0807; Family Advocacy Victim Advocates (24/7 Helpline) 757-637-4035

Prevention and Intervention Services: Family Advocacy Program provides interviews, assessments, intervention, and treatment and case management for Families involved with child abuse. Some of the treatment services available include: Anger Management Group, Stress Management Group, Parenting Classes, and Child/Family Counseling.

#### **Family Advocacy Victim Advocates (24/7)**

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

Crisis Line: 757-637-4035 (24/7)

Education and Intervention Services: Victim advocates are on-call 24 hours a day, 7 days a week to provide crisis intervention, safety planning, non-judgmental support, assistance in securing medical treatment for injuries, information on legal rights and proceedings, and referrals to military and civilian resources.

#### **Military OneSource Counseling Services**

1-800-342-9647

<https://www.militaryonesource.com>

Prevention and Intervention Services: Military OneSource offers three kinds of short-term, non-medical counseling options to Active-duty, Guard and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term issues such as adjustments to situational stressors, stress management, decision making, communication, grief, blended family issues and parenting skills issues. Counseling sessions can be arranged face-to-face, telephone consultation or online consultation.

## **Career Counseling**

### **Soldier for Life – Transitional Assistance Program (SFL-TAP)**

705 Washington Street, Building 71, Fort Eustis, VA 23604  
757-878-2881

Hours of operation: Monday-Friday 0800 -1630

Website: [https://www.acap.army.mil/acap\\_centers/](https://www.acap.army.mil/acap_centers/)

E-mail: [acap.eustis@serco-na.com](mailto:acap.eustis@serco-na.com)

Transition Services: Soldier for Life – Transitional Assistance Program (SFL-TAP) delivers a world-class transition program for America’s Army that ensures that all eligible transitioners have the knowledge, skills and self-confidence necessary to be competitive and successful in the global workforce. SFL-TAP helps transitioners to make informed career decisions through benefits counseling and employment assistance. SFL-TAP is responsible for delivering both transition assistance and employment assistance services.

### **Pre-Separation**

SFL-TAP provides a wide range of services designed to make transition an easy and successful experience. The key to transition success is knowledge of those services and a firm understanding of how to use them. All transitioning Soldiers are required to visit the SFL-TAP Center prior to departing the Army. Military personnel will receive services by attending a mandatory pre-separation briefing no less than 90 days prior to separation. During the briefing, Soldiers learn about their benefits and rights, as well as the services that are available. During the briefing Soldiers are introduced to the DD form 2648 “Pre-Separation Counseling Checklist” and assisted in its completion. This form helps Soldiers to identify their needs and develop a personal plan for securing the help to meet those needs.

### **ACS Employment Readiness Program (ERP)**

Bldg. 650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-3638

<http://eustismwr.com/index.php/2011-11-16-17-10-33/employment-readiness>

Hours of operation: Monday-Friday 0730 – 1630

Services: Provides career development, job search resources, and job referral services for Soldiers and family members. ERP offers weekly job search orientation, resume writing and federal employment workshops, and a weekly e-mailing of local job listing within the area.

### **Virginia Employment Commission (VEC)**

600 Butler Farm Road, Suite B, Hampton, VA 23666

757-865-5800

Hours of Operation: Mon, Tu, Th, and Fri 0830-1700; Wed 0930-1700

<http://www.vec.virginia.gov/>

Service areas: All

Transition Services: To promote economic growth and stability by delivering and coordinating workforce services to include: policy development; job placement services; temporary income support; workforce information; and transition and training services.

### **Non-Appropriated Fund (NAF) Human Resource Office**

670 Lee Street, Fort Eustis, VA 23604

757-878-5100; Fax 757-826-3708

312-826-5100 DSN; DSN Fax 312-826-3708

[www.eustis.army.mi./cpac](http://www.eustis.army.mi./cpac)

[www.NAFJOBS.org](http://www.NAFJOBS.org) (to view current job openings)

Hours of operation: Monday-Friday 0800 – 1600

Services: Dedicated to providing excellent staffing and customer service in support of Joint Base Langley-Eustis Force Support Division Services.

## **Caregiver Mental Health and Wellbeing**

### **Caregiver Support Line**

1-855-260-3274

[www.caregivers.va.gov](http://www.caregivers.va.gov)

Hours of operation: Monday-Friday 0800-2000; Weekends: Calls rollover to crisis line

Services: Connects caregivers with someone who offers answers, instead of endless menu options; local caregiver support can also be found online.

### **American Red Cross**

[www.redcross.org](http://www.redcross.org)

Services: Helps with food, clothing, and shelter, referrals to mental health services (e.g., financial, legal, mental health), respite care for caregivers, and other resources.

### **Family of a Vet**

[www.familyofavet.com](http://www.familyofavet.com)

Services: Provides free download of “Taking Care of Me” packet and much more information.

### **Give an Hour**

[www.giveanhour.org](http://www.giveanhour.org)

Services: Offers therapists who have signed up to “give an hour” a week for up to a year; use the “Provider Search” function to find a therapist nearby.

### **Operation Homefront**

[www.operationhomefront.net/servicedetail.aspx?id=1034](http://www.operationhomefront.net/servicedetail.aspx?id=1034)

Services: Provides female caregiver’s opportunities to build relationships, access resources, and enjoy brief moments of rest and respite.

### **Military and Family Life Counselor Program**

[www.militaryonesource.mil/12038/MOS/Booklets/MFLC\\_Program\\_Brochure.pdf](http://www.militaryonesource.mil/12038/MOS/Booklets/MFLC_Program_Brochure.pdf)

Services: Provides support for relationships, stress management, grief, and other challenges; no cost to Active Duty, Guard, Reserve and family members.

### **Military One Source**

[www.militaryonesource.mil](http://www.militaryonesource.mil)

Services: Provides in-person and telephonic counseling; special category on “Caring for Injured Service Member.”

### **TRICARE Telemental Health Services**

[https://www.hnfs.com/content/hnfs/home/tn/prov/benefits/benefits\\_a\\_to\\_z/telemental\\_health/telemental\\_health.html](https://www.hnfs.com/content/hnfs/home/tn/prov/benefits/benefits_a_to_z/telemental_health/telemental_health.html)

Services: Offers a network of offsite providers who can evaluate, treat and refer you as necessary via video; contract TRICARE regional coordinator to request services.

### **Vet Centers**

[www.vetcenter.va.gov](http://www.vetcenter.va.gov)

Services: Offers free individual family counseling to eligible Veterans and families at 300 local vet centers.

## **Caregiver Support**

### **American Red Cross Family Caregiver Courses and Certifications**

[www.redcross.org/take-a-class](http://www.redcross.org/take-a-class)

Services: Offers both certified and non-certified training courses.

### **Building Better Caregivers Workshops**

[www.caregiver.va.gov](http://www.caregiver.va.gov)

Services: Six-week, highly interactive online small group workshop; total of two hours per week for six weeks; contact local VA Caregiver Support Coordinator to participate.

### **Caregivers' Resources (USA.gov)**

<http://www.usa.gov/Citizen/Topics/Health/caregivers.shtml>

Services: Helps finding nursing homes, assisted living, or hospice; checks eligibility for benefits; sponsored by General Services Administration.

### **Caregiver's Journey**

[www.traumaticbraininjuryatoz.org](http://www.traumaticbraininjuryatoz.org)

Services: Traumatic Brain Injury Guide for Caregivers of Service members and veterans.

### **Center of the Study of Traumatic Stress**

[www.cstsonline.org](http://www.cstsonline.org)

Services: Shares research and *Courage to Care* fact sheets.

### **Coaching into Care**

[www.mirecc.va.gov/coaching](http://www.mirecc.va.gov/coaching)

Services: Provides support and problem solving assistance and information about available programs and enrolling in VA care

### **Family Caregiver Alliance National Center for Caregiving**

<https://www.caregiver.org/national-center-caregiving>

Services: Established in 2001 as a program of Family Caregiver Alliance, the National Center on Caregiving (NCC) works to advance the development of high-quality, cost-effective policies and programs for caregivers in every state in the country. Uniting research, public policy and services, the NCC serves as a central source of information on caregiving and long-term care issues for policy makers, service providers, media, funders and family caregivers throughout the country. Also provides caregiver educational resources.

### **Military Family Caregiving Online Training**

[www.extension.org/militaryfamilies](http://www.extension.org/militaryfamilies)

Services: Provides an interactive learning environment with caregiving skills training, tips, and resources: offered by the Military Family Extension-University of District of Columbia.

### **My HealtheVet Caregiver Assistance Center**

[www.myhealth.va.gov/mhv-portal-web](http://www.myhealth.va.gov/mhv-portal-web)

Services: Designed to help caregivers take better care of themselves; offers information on VA benefits and services and community resources.

### **Next Step in Care (Family Caregivers and Medical Professionals Working Together)**

[www.nextstepincare.org/Caregiver\\_Home](http://www.nextstepincare.org/Caregiver_Home)

Services: Intended for both new and experienced caregivers, the guide offers nine practical first steps new caregivers should take and advice for pacing oneself for the long term.

### **Easter Seals Caregiver Training Program**

[www.easterseals.com](http://www.easterseals.com)

Services: Provides training to eligible caregivers on self care, home safety, caregiver skills, veteran personal care, managing difficult behaviors, and support resources.

## **Casualty Assistance**

### **Casualty Assistance Office**

705 Washington Avenue, Suite 132, Fort Eustis, VA 23604

Casualty Operations: 757-878-1118

Mortuary Affairs: 757-878-1118

Memorial Affairs: 757-878-1118

Fax: 757-878-1364

After Hours (On-Cell Call): 757-846-3526

Hours of Operation: Monday-Friday 0730 -1630

Services: The Army established Casualty Assistance Centers throughout the country to help shepherd families through losing a loved one, or assist a family after a Soldier has been injured. They are tasked with making sure a deceased Soldier is ready for burial, and coordinating the disbursement of benefits to surviving family members.

Areas of Responsibility: Virginia Counties: Gloucester, Isle of Wight, James City, Mathews, Middlesex, Southampton, And York. Independent Virginia Cities: Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, Williamsburg.

## **Combat Stress**

### **Behavioral Health Clinic**

757-314-7557/7558 / Bldg. 515 Sternberg Avenue, Fort Eustis, VA 23604 (behind the Health Center)

Hours of Operation: Monday-Friday – 0730-1630; Active Duty and Reservist on AD status only.

Services: Post Traumatic Stress Disorder classes, Suicide Prevention, Anger Management for adults only, Mental Status Evaluations (MSE) and Command Directed Evaluations (CDE).

Walk-ins accepted for Active Duty and Reservist on AD status only.

### **Army Substance Abuse Program (ASAP)**

2115 Pershing Avenue, 2nd Floor, Fort Eustis, VA 23604

757-878-2924

Hours of Operation: Monday-Friday 0730-1630

Education & Prevention Services: A wide range of prevention/education classes are available for Soldiers.

### **Master Resiliency Training (MRT)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3173

Hours of Operation: Monday-Friday 0730-1630

Services: Education Services: Increase resilience and enhance performance by developing the five dimensions of strength such as the physical, emotional, social, spiritual and Family growth.

Learn more about the six resilient competencies to include self-awareness, self-regulation, optimism, mental agility, strength of character, and connection. Army Community Services offers the training and provides Family members with the opportunity to receive the Master Resilience Training Course in its entirety. Spouse Master Resiliency Trainers and Green Suit master Resiliency Trainers are assigned to all units (including tenants) to provide training.

Contact your FRSA for more information regarding unit training sessions. For more information about ACS Master Resiliency Training, please call (757) 878-3173.

### **Military Family Life Consultant (MFLC)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

Prevention & Intervention Services: Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

### **Military OneSource Counseling Services**

1-800-342-9647

<https://www.militaryonesource.com>

Prevention and Intervention Services: Military OneSource offers three kinds of short-term, non-medical counseling options to Active-duty, Guard and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term issues such as adjustments to situational stressors, stress management, decision making, communication, grief, blended family issues and parenting skills issues. Counseling sessions can be arranged face-to-face, telephone consultation or online consultation.

## **Children/Families/Martial/Individual Counseling**

### **Behavioral Health Clinic**

757-314-7557/7558 / Bldg. 515 Sternberg Avenue, Fort Eustis, VA 23604 (behind the Health Center)

Hours of Operation: Monday-Friday – 0730-1630; Active Duty and Reservist on AD status only.

Services: Post Traumatic Stress Disorder classes, Suicide Prevention, Anger Management for adults only, Mental Status Evaluations (MSE) and Command Directed Evaluations (CDE).

Walk-ins accepted for Active Duty and Reservist on AD status only.

### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: Conflict Resolution and Anger Management Counseling. Also contact your Unit Chaplain for any and all intervention prevention.

### **Military Family Life Consultant (MFLC)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

Prevention & Intervention Services: Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

### **Military OneSource Counseling Services**

1-800-342-9647

<https://www.militaryonesource.com>

Prevention and Intervention Services: Military OneSource offers three kinds of short-term, non-medical counseling options to Active-duty, Guard and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term

issues such as adjustments to situational stressors, stress management, decision making, communication, grief, blended family issues and parenting skills issues. Counseling sessions can be arranged face-to-face, telephone consultation or online consultation.

## **Crisis Management**

### **JBLE Emergency Crisis Hotline**

DOD Safe Helpline  
(877) 995-5247

### **Langley 24/7 SAPR Hotline**

(757) 764-7272

### **Fort Eustis 24/7 SHARP Hotline**

(757) 268-8967

### **Red Cross (JBLE)**

215 Calhoun Street, Fort Eustis, VA 23604

24 Hour Emergency Toll Free Number: 1-877-272-7337; 757-878-3339

Services: The American Red Cross, a voluntary health and welfare organization established in 1881, received its first congressional chapter in June 1900 and was reincorporated by an act of Congress on January 5, 1905. Two purposes of the organization relate to activities with the Armed Forces. As specified by the charter, these purposes are “to furnish volunteer aid to sick and wounded of the Armed Forces in time of war and to act in matters of voluntary relief and in accord with the military authorities as a medium of communication between the people of the United States of America and their Armed Forces.

### **NMC Portsmouth Fisher House**

853 Fisher Drive, Portsmouth, VA 23708

757-953-6889

Email: [FisrHouse@msn.com](mailto:FisrHouse@msn.com)

<http://www.med.navy.mil/sites/NMCP2/FisherHouse/Pages/Default.aspx>

Services: The Fisher House is a home-away-from-home for the families of seriously ill or injured patients receiving treatment at the Naval Medical Center Portsmouth. The home is available for active duty or retired military families coping with the medical crisis of a loved one or who have no local accommodations. The Fisher House is located on the Naval Medical Center Portsmouth compound in Portsmouth, Virginia. It is approximately a 5 minute walk to the main hospital building.

## **Deaths/Grief & Loss**

### **Casualty Assistance Office**

705 Washington Avenue, Suite 132, Fort Eustis, VA 23604

Casualty Operations: 757-878-1118

Mortuary Affairs: 757-878-2686

Memorial Affairs: 757-878-2165

Fax: 757-878-1364

After Hours (Staff Duty Officer): 757-878-5050

After Hours (On-Cell Call): 757-846-3526

Hours of Operation: 0730 -1630 Monday – Friday

Services: The Army established Casualty Assistance Centers throughout the country to help shepherd families through losing a loved one, or assist a family after a Soldier has been injured. They are tasked with making sure a deceased Soldier is ready for burial, and coordinating the disbursement of benefits to surviving family members.

Areas of Responsibility: Virginia Counties: Gloucester, Isle of Wight, James City, Mathews, Middlesex, Southampton, And York. Independent Virginia Cities: Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, Williamsburg.

### **Survivor Outreach Services (SOS)**

705 Washington Avenue, Suite 129, Fort Eustis, VA 23604

757-878-3887

Hours of Operation: 0730-1630 Monday-Friday

Services: Survivor Outreach Service demonstrates the Army's commitment to Families of the Fallen. The mission of SOS is to provide enhanced services to these Families. SOS is a holistic and multi-agency approach.

### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: Conflict Resolution and Anger Management Counseling. Also contact your Unit Chaplain for any and all intervention prevention.

### **Military Family Life Consultant (MFLC)**

630 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

Prevention & Intervention Services: Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

### **Military OneSource Counseling Services**

1-800-342-9647

<https://www.militaryonesource.com>

Prevention and Intervention Services: Military OneSource offers three kinds of short-term, non-medical counseling options to Active-duty, Guard and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term

issues such as adjustments to situational stressors, stress management, decision making, communication, grief, blended family issues and parenting skills issues. Counseling sessions can be arranged face-to-face, telephone consultation or online consultation.

### **Tragedy Assistance Program for Survivors (TAPS)**

1-800-959-8277

<http://www.taps.org/>

**Services:** TAPS is the 24/7 tragedy assistance resource for ANYONE who has suffered the loss of a military loved one, regardless of the relationship to the deceased or the circumstance of the death. Founded out of tragedy in 1994, TAPS has established itself as the front line resource to the families and loved ones of our military men and women. TAPS provides comfort and care through comprehensive services and programs including peer based emotional support, case work assistance, connections to community-based care, and grief and trauma resources. TAPS provides immediate and long-term emotional help, hope, and healing to all who are grieving the death of a loved one in military service to America. TAPS meets its mission by providing peer-based emotional support, grief and trauma resources, casework assistance, and connections to community-based care.

## **Pastoral Counseling**

### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Hours of operation: Monday – Friday, Normal Duty Hours

**Prevention & Intervention Services:** Conflict Resolution and Anger Management Counseling.

Also contact your Unit Chaplain for any and all intervention prevention.

### **JBLE Emergency Crisis Hotline**

DOD Safe Helpline

(877) 995-5247

### **Langley 24/7 SAPR Hotline**

(757) 764-7272

### **Fort Eustis 24/7 SHARP Hotline**

(757) 268-8967

## **Substance Abuse**

### **Army Substance Abuse Program (Clinical Program)**

2115 Pershing Avenue, Fort Eustis, VA 23604

757-878-1674

Hours of Operation: M, Tu, W, Fri 0730-1600; Closed for Training on Thursdays

Intervention and Treatment Services: The Army Substance Abuse Program offers services for alcohol and drug abuse problems. It is the primary clinic for Soldiers at Fort Eustis. Group and individual counseling is available.

**Army Substance Abuse Program (ASAP)**

2115 Pershing Avenue, 2nd Floor, Fort Eustis, VA 23604  
757-878-2924

Hours of Operation: Monday-Friday 0730-1630

Education & Prevention Services: A wide range of prevention/education classes are available for Soldiers.

**Tidewater Intergroup Council of Alcoholics Anonymous (AA)**

757-490-3980 (24 Hours)

<http://www.tidewaterintergroup.org/>

Intervention and Treatment Services: Provides support services to Alcoholics in the Hampton Roads area. Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is the desire to stop drinking. There are no dues or fees associated with AA membership. Their primary purpose is to stay sober and help other alcoholics to achieve sobriety.

**Local Resources for AA Meetings**

Newport News: 757-595-1212

Hampton: 757-595-1212

**Alcoholics Anonymous (AA)**

<http://www.aa.org/>

Prevention and Intervention Services: Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

**Support Groups**

**McDonald Army Health Center**

576 Jefferson Avenue, 1<sup>st</sup> floor, Fort Eustis, VA 23604

757-878-7500 or 757-314-7500; option 3

Hours of Operation: Monday-Friday 0730-1630; Holidays Closed

Services: The Health Management Clinic is a facility based educational clinic that is designed to assist patients with certain medical conditions learn how they can work with their health care providers to improve and maintain their health. Patients are taught how to self manage common

day-to-day problems with their conditions and how to decrease or prevent the effects of chronic health conditions. The EFMP Coordinator is physically located in the Health Management Clinic.

Programs offered: Diabetes, Hypertension, Adult Asthma, Pediatric Asthma, and Tobacco Cessation Program

Patients are allowed to self refer for education but follow-up care and enrollment is done by referral from their Primary Care Provider. The Clinic will be glad to answer any questions regarding the referral process. Appointments, and Special

## **Nutrition Care**

### **McDonald Army Health Center**

576 Jefferson Avenue, 1<sup>st</sup> floor, Fort Eustis, VA 23604

757-878-7500 or 757-314-7500; option 3

Hours of Operation: Monday-Friday 0730-1630; Monday-Friday (Kiosk) 0700-1400

Services: The Nutrition Clinic provides nutrition assessment, education and counseling to all authorized beneficiaries. Individual appointments and group classes are available. Classes include weight reduction, nutrition management for diabetes, hypertension, and elevated cholesterol levels, which may be taught in conjunction with the Disease Management Clinic. Patients are allowed to self refer for education but follow-up care and enrollment is done by referral from their Primary Care Provider. The Clinic will be glad to answer any questions regarding the referral process.

### **Pregnant Soldier Wellness Program (PPPT)**

2792-A Harrison Loop, Fort Eustis, VA 23604

757-314-8037 (Education)

Services: PPPT Program provides a physical fitness training and education program that meets the unique needs of pregnant and postpartum Soldiers. The purpose of the PPPT Program is to assist pregnant Soldiers in maintaining health and fitness throughout their pregnancy, successfully integrate postpartum Soldiers back into unit fitness training programs, and enhance the Soldier's ability to meet the physical requirements for readiness after pregnancy. The Program consists of two main components: an educational component to train program leaders in pregnancy and postpartum physical training and an implementation guide to provide guidance on establishing a local PPPT program.

## **Family Focused Support Groups**

### **Family Focus Grafton**

Infant, toddler and before preschool playgroups. Registration required at \$10 per month. For more information and playgroup times, contact 898-2945 or email [ffgrafton@hotmail.com](mailto:ffgrafton@hotmail.com). St. Mark Lutheran Church, 118 Old York-Hampton Highway, Yorktown, VA 23692; Website: <http://www.familyfocusva.org/>

### **Family Focus Williamsburg**

Toddlers 18 mo.-5 years; Mon. or Thurs., 9:30-11:30. Infant birth-18 mo. Tues., 9:30-11:30. Registration required at \$10 per month. York River Baptist Church, 8201 Croaker Road, Williamsburg, VA 23188 (757) 566-9777; Website: <http://www.familyfocusva.org/>

### **G.I.F.T. (Growing Into Families Together)**

Support group for parents of children with special needs, meetings held the 1st Thurs. of every month, 6:30-8 p.m., Dominion Pediatric Therapy. Parent designed and led. Contact Michele at 873-2932 for information. 729 Thimble Shoals Blvd., Newport News, VA 23605

### **Grandparents and Relatives as Parents**

Support group that assists caregivers with locating resources, learning information and more. On the Southside call 533-5217 and on the Peninsula call 875-0060. Website: [www.cceva.org](http://www.cceva.org).

### **Hampton's Healthy Families Partnership**

Healthy Families Partnership was created to ensure that all children were born healthy and entered school ready to learn. A variety of free programs have been designed to help strengthen families and promote school readiness: Welcome Baby and Healthy Start – home visiting services to all new parents providing them with information about child growth and development, parent education classes for parents and their children, Healthy Stages - a child development newsletter, and the Mayors' Book Club - an early literacy program for Pre-K children through first graders. 100 Old Hampton Lane (Hampton) 727-1300, Option 0, Hours of Operation: 0800-1630. Website: <http://www.hampton.gov/index.aspx?NID=246>

### **Military SAHM of the Peninsula**

Provides support and friendship for military stay-at-home moms and their families. Meeting locations vary. Contact <http://www.meetup.com/Military-SAHM-of-the-Peninsula/>

### **SAHM of Hampton Roads**

Stay-at-home moms of Hampton Roads provides support and friendship for SAHM and their children. Meeting locations vary. Contact <http://www.meetup.com/SAHM-of-Hampton-Roads/>

### **Mary Immaculate Family Focus**

Toddler, cruisers & walkers and preschool playgroups. Registration required at \$10 per month. St. George's Episcopal Church, 15446 Warwick Blvd. (Newport News) 833-3054 or Midtown site, 325 Main St. (Newport News) 886-6511. Website: <http://bshr.com/our-services-bonsecours-for-women-childbirth-and-parenting-family-focus.html>

### **Military Wives Fellowship**

Military Wives Fellowship (MWF) is a network of military spouses who are committed to mutual encouragement, support, friendship, and outreach. Although ladies associated with MWF are primarily connected through our church family the group is open to all interested military wives. MWF stays connected, enjoys occasional social gatherings and normally meets once a month, usually on the 4th Thursday from 10am to Noon at the Norfolk location (except in June, July, August and December). A quality Preschool and Home School program is provided for children during monthly meetings. If you are interested in knowing more about Military Wives Fellowship, please contact our group leader, Sarah McKay at [military@firstnorfolk.org](mailto:military@firstnorfolk.org). (Norfolk)

### **Moms Club of Yorktown and Newport News**

A support group for stay-at-home mothers offering lots of activities for the kids. Each month, our chapter compiles a calendar packed with exciting activities to keep you and your child/children busy and free from those feelings of loneliness that SAHMs often feel. Activities range from backyard play dates to visits to local museums (like the [Virginia Living Museum](#) or the [Virginia Children's Museum](#), among many others) or playgrounds to holiday parties and much, much more. For zip codes 23692, 23693, 23696, 23601, 23602, 23662, 23665. Website: <http://momsofnnewsyorkpoq.wordpress.com/>

### **MOMS Group of South Hampton Roads**

Support group for stay at home and working moms of infants, toddlers, pre-school and school age children offering daily, evening and weekend activities. Contact Kristen Smith at 858-1420 or email: [kristensmith71@cox.net](mailto:kristensmith71@cox.net)

### **Mommy Network of Hampton Roads**

A fun and casual group for all moms (stay at home or working) who want to make new friends and enjoy activities with their children. We have several events planned each week including play dates, trips to local attractions, Mom's Nights Out, and more. For more information or to sign up visit <http://sahm.meetup.com/123/> or contact Katie, Marie or Christy at [MomsofHR@hotmail.com](mailto:MomsofHR@hotmail.com).

### **MOPS (Mothers of Preschoolers)**

Twice-monthly meetings feature on-site childcare, speakers, crafts, refreshments and discussion groups. Meets 2nd and 4th Mon., 9:30-11:30 a.m. First meeting is free of charge. Contact Holly at 440-0788 for more information. Church of the Good Shepherd, 7400 Hampton Blvd. Norfolk, VA

### **Newport News Office on Youth Development**

For parenting education schedule and registration, contact Ms. Scott at 757-597-2801.

### **Peninsula Mommies**

A group for moms on the Hampton Roads Peninsula (including Williamsburg, York County, Newport News, Hampton, and surrounding areas) to meet other moms in the area. Peninsula Mommies is a local chapter of The Mommies Network, a non-profit organization providing communities and support for local moms. Our group is free and open to all moms in our area,

regardless of age, race, military or religious affiliation. The website offers features such as private messaging, multiple forums for discussions, support groups, a monthly calendar, photo albums, online chat, etc. To become a member, register at [www.PeninsulaMommies.com](http://www.PeninsulaMommies.com) and within 24 hours you will receive a welcome letter and access to all the features of our site, including a monthly calendar of all our upcoming events.

### **Peninsula Parents of Multiples**

The Peninsula Parents of Multiples serves as a support system for parents and/or guardians of twins, triplets, or other multiple birth children. We want to help you in the parenting of multiples and we offer many unique opportunities designed to help enrich your family life. The PPOm generally meets the 3rd Monday of each month from 7 – 9 PM (with the exception of December). All of our normal meetings are hosted at Mary Immaculate in the Health Resource Center, 2 Bernadine Drive, Newport News, VA. Website: <http://peninsulamultiples.org/>

### **Rainbows Support Group**

(non-profit grief support group for children and parents) Contact Jean Dilday, at 757-482-3805, [jwdilday@cox.net](mailto:jwdilday@cox.net).

### **Russian Children's Club**

Open to children who have Russian cultural roots. Provides children with weekly classes to expose them to Russian language and Russian cultural activities. All the information is included on their web sites <http://russiantoddlersclub.googlepages.com>, and <https://sites.google.com/site/russiansmartschoolclub>

### **SAHM of the Virginia Peninsula**

Meets weekly, activities include story time at the library, mom's night out, stroller walks, family events and more. Majority of events take place on the Peninsula. Free. Contact Jaime or Claire, <http://sahm.meetup.com/1421/about/> or [sahmofthevirginiapeninsula@yahoo.com](mailto:sahmofthevirginiapeninsula@yahoo.com).

### **TEAM Home School Group**

A non-denominational Christian-group serving Chesapeake, Portsmouth, Suffolk, Norfolk, Newport News and Hampton. Focus on helping children build friendships, learn and have fun. Contact [teacherpam@cox.net](mailto:teacherpam@cox.net).

### **Tidewater Mothers of Multiples**

A non-profit support group nationally recognized for mothers and mothers to be of twins, triplets and more. Meetings for new and expectant moms are held on the first Thurs. of each month at the Friendly's at Greenbrier Mall at 7 p.m. Contact Melanie Maluto at 757-523-6603, [malutox6@msn.com](mailto:malutox6@msn.com) for details. General meetings are held the second Thursday of each month at Bayside Presbyterian Church, 1400 Ewell Road, Virginia Beach at 7 p.m. Contact Pat Hardin at (757) 587-2723 at [twinzmommie@hotmail.com](mailto:twinzmommie@hotmail.com). Website: <http://www.tmomc.org/tmomc/>

### **Tidewater Stroller Striders**

A group for moms interested in running/jogging. Free and open to all moms regardless of fitness level. We have regularly scheduled runs, playgroups, mom's night out, etc. Contact Kim at [kimfillius@cox.net](mailto:kimfillius@cox.net)

### **Victims Against Crime Inc.**

Homicide Support Group, YWCA, meetings 2nd & 4th Thurs. of the month (except Aug.), 6-7:30 p.m. Dr. Robert Young is the facilitator. 5215 Colley Ave., Norfolk, VA 757-403-4217

### **Virginia Step Parents Group**

Gain support and ideas to make your blended family as peaceful as possible. Contact [ckfoster@cox.net](mailto:ckfoster@cox.net).

### **Autism Support Group**

#### **Tidewater ASA**

5291 Greenwich Road, Suite 1, Virginia Beach, VA 23462  
757-461-4474

<http://www.tidewaterasa.org/>

**Services:** Formed in 1981, the Autism Society, Tidewater Virginia is a grassroots organization in the Tidewater, Virginia Region and beyond to include the Peninsula. Autism Society, Tidewater Virginia was established to help improve the lives of all affected by autism and does this by increasing public awareness, advocating for appropriate services for individuals across the lifespan, and providing the latest information on treatment, education, research and advocacy. Autism Society, Tidewater Virginia is the local affiliate of the oldest and largest autism-specific member organization, The Autism Society of America.

### **Down Syndrome Support Group**

#### **Down Syndrome Association of Hampton Roads**

757-466-3696

Hours of Operation: M-F 0900-1400

<http://www.dsahr.org/>

**Services:** The Down Syndrome Association of Hampton Roads is a non-profit charitable organization that supports the families and persons with Down Syndrome. Our mission is to enhance the lives of individuals with Down Syndrome, helping them reach their full potential by providing family support, education, and social opportunities in Southeast Virginia and Hampton Roads.

### **Cancer Support**

#### **American Cancer Society**

<http://www.cancer.org/>

800-227-2345

**Services:** The American Cancer Society is the nationwide, community-based, voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives, and diminishing suffering from cancer, through research, education, advocacy, and service.

### **Look Good Feel Better Programs**

Services: Cancer can rob a woman of her appetite and strength, but it doesn't have to take away her self-confidence. Look Good...Feel Better is a FREE program that teaches grooming and beauty techniques to women in active treatment to help them combat and cope with the appearance-related side effects of cancer treatment. You will learn how to apply makeup, style hair, and receive suggestions on sources for wigs. Along with the support you receive, each participant receives a complimentary makeup kit that is valued at \$200.

The Sentara Cancer Network offers Look Good...Feel Better at each of our hospitals at different times each month. Patients interested in attending a session must call the facility where they wish to attend at least one week in advance to register.

**SENTARA CAREPLEX HOSPITAL:** This group meets the 2nd Monday of each month from 2:00-4:00pm in the conference rooms located at 3000 Coliseum Drive, Hampton, VA 23666. To register, please contact Connie Bush, BSN, RN, Cancer Network Coordinator at (757) 827-2438.

**SENTARA LEIGH COMPREHENSIVE BREAST CENTER:** This group meets the 2nd Monday of each month from 6:00-8:00pm in the Sentara Leigh Comprehensive Breast Center Conference Room located at 880 Kempsville Road, Norfolk, VA 23502. To register, please contact Pat Thornton, RN, OCN, CBCN, Breast Cancer Patient Navigator at (757) 261-5404.

**SENTARA NORFOLK GENERAL HOSPITAL:** This group meets the 3rd Monday of every **other** month from 10:00am-Noon at Sentara Norfolk General Hospital Breast Center, 2nd floor/River Pavilion, 600 Gresham Drive, Norfolk, VA 23507. To register, please contact Angela Duke, Cancer Network Coordinator at (757) 388-4268.

**SENTARA OBICI HOSPITAL:** This group meets the 2nd Monday of each month on the Garden Level at Sentara Obici Hospital, 2800 Godwin Blvd., Suffolk, VA 23434. For an appointment time and to register, please contact Angie Conary, Cancer Support Services at (757) 934-4791.

**SENTARA PRINCESS ANNE HOSPITAL:** This group meets the 4th Monday of each month except Memorial Day at 6:00pm on the 1st floor Conference Room located at Sentara Princess Anne Hospital, 2025 Glenn Mitchell Drive, Virginia Beach, VA 23456. To register, please contact Cindi Willoughby, RN CBCN, Breast Cancer Patient Navigator at (757) 507-0667.

**SENTARA VIRGINIA BEACH GENERAL HOSPITAL:** This group meets the 3rd Monday of each month from 10:00am-12:00noon in the Health Education Center located at Sentara Virginia Beach Hospital, 1060 First Colonial Road, Virginia Beach, VA 23454. To register, please contact Kennie Dela Cruz at the Cancer Resource Center at (757) 395-8686.

**SENTARA WILLIAMSBURG REGIONAL MEDICAL CENTER:** This group meets bi-monthly on the 2nd Monday of the month at Sentara Williamsburg Regional Medical Center Yorktown Conference Room, 100 Sentara Circle, Williamsburg, VA 23188. To make an appointment time and to register, please contact the American Cancer Society at (757) 591-8330.

### **Beyond Boobs! Breast Cancer Support System**

1309 Jamestown Road, Suite 204, Williamsburg, VA 23185

Main office: (757) 645-2649

Fax: (757) 903-4214

[www.beyondboobsinc.org](http://www.beyondboobsinc.org)

Services: This group offers emotional and educational support to women diagnosed with breast cancer pre-menopause to help them during and after their treatment through meetings, on-line, phone and face-to-face contact. They meet the 3rd Sunday of each month at 2:00pm at Members' Homes. For more information, please contact (757) 561-4749 or [www.beyondboobsinc.org](http://www.beyondboobsinc.org)

### **Breast Feeding Classes/Support**

#### **La Leche League of Tidewater Referral Line**

(757) 857-8403 or [www.lalecheleague.org](http://www.lalecheleague.org). La Leche League is an international organization dedicated to providing education, information, support and encouragement to women who want to breastfeed. This district covers groups in Chesapeake, Great Bridge, Hampton, Newport News, Norfolk, Portsmouth, Suffolk, Virginia Beach, Williamsburg, and York County.

#### **La Leche League -Great Bridge Group**

Meetings are the 3rd Sat. of the month at 10 a.m. at the Lifestyle Health and Fitness Center adjacent to Chesapeake General Hospital on Battlefield Blvd. Nursing babies are welcome. Contact Tasha 489-5420 or Tracey 382-9561.

#### **La Leche League of Norfolk**

Two groups which both meet the 3rd Mon. of each month: Evening Group, First Presbyterian Church of Norfolk, 820 Colonial Ave., 7 p.m. (leaders, Linda 626-3834 or Stacy 622-0190) and Morning Group (toddler centered), Birthplace, DePaul Hospital, Kingsley Lane, 10:30 a.m. (leader Vicki 583-6561).

#### **La Leche League – Williamsburg-James City County Group**

Meetings are held the 2nd Tues. of each month at 10 a.m., Williamsburg Library. Mothers with their nursing babies and mothers-to-be are welcome. Contact Kristine at 220-9187 or Vicki 645-4052 for more information.

#### **La Leche League of Peninsula**

Mothers and nursing babies welcome, as well as mothers-to-be. Meetings are held 2nd Thursdays of the month, in Hampton; 3rd Thurs. of the month, 6:30 p.m. in Hampton. Call for meeting location and directions. Contact names: Leaders Angela 766-1632 or Cori 224-8879

#### **La Leche League – Portsmouth Group**

Meetings are held the 3rd Wed. of each month, 10:00 a.m. Call 487-6007 for meeting location.

#### **The La Leche League - Suffolk/Franklin/IOW**

Meetings are held the 3rd Wed. of each month at 10 a. m. at Bethlehem Christian Church, 1549 Holland Rd. in Suffolk. Contact Cindy 657-2476 or email [cindylll@charter.net](mailto:cindylll@charter.net) for more information.

### **La Leche League - Virginia Beach Group**

Meetings are held the 3rd Thurs. of each month at 7 pm. Meeting sites vary. Contact Jennifer at 557-0485, Colyn at 963-6646 or Amy at [amoler@widowmaker.com](mailto:amoler@widowmaker.com) for information.

### **Tidewater Lactation Group**

Searching for help and information about breastfeeding? We offer full service support from breastfeeding classes, help with breastfeeding difficulties, professional quality breast pump rentals and sales, to assistance with planning for breastfeeding when returning to work. We carry a full line of Bravado bras, hand's-free pumping bustiers, specialty feeding devices, books, slings and other nursing mother's supplies. Our office offers a relaxing atmosphere, a private room for extended appointments, a biweekly mom's support group, and flexible hours. Visit our website at [www.tidewaterlactationgroup.com](http://www.tidewaterlactationgroup.com).

### **New Parent Support**

650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-0807

Services: Provides parenting information and emotional support to Families with children age's birth to three years. Services include:

- Play Morning
- Home visits
- Expectant Parent Workshop

### **Health Management (Diabetes/Hypertension/Adult Asthma/Pediatric Asthma/Tobacco Use Cessation)**

Health Management Clinic  
579 Jefferson Avenue, Fort Eustis, VA 23604  
757-878-7500 or 757-314-7500 option 3  
Hours of Operation: Monday-Friday 0730-1630

Services: The Health Management Clinic is a facility based educational clinic that is designed to assist patients with certain medical conditions learn how they can work with their health care providers to improve and maintain their health. Patients are taught how to self manage common day-to-day problems with their conditions and how to decrease or prevent the effects of chronic health conditions. The EFMP Coordinator is physically located in the Health Management Clinic. Patients are allowed to self refer for education but follow-up care and enrollment is done by referral from their Primary Care Provider. The Clinic will be glad to answer any questions regarding the referral process.

### **United Services Organization (USO)**

833 Monroe Avenue, Fort Eustis, VA 23604  
757-878-2415; Fax 757-878-2407  
<http://usohrcv.com/centers/fort-eustis/>  
Hours of Operation: Sunday-Saturday 0900-1900

Services: USO Fort Eustis is the Soldier's "Home Away From Home." Visitors to the Fort Eustis Center will find cable TV on a large screen TV, reading library, movies, games, fax services, computer services and refreshments. We also provide relocation and local event information in the form of Welcome Packets.

Some of the special events at the Fort Eustis USO are: Holiday Buffets, Family dinners, barbecues, dart and card tournaments, craft programs and mini-trips.

Our USO Center also provides services to families in need of emergency lodging, transportation and some limited financial assistance.

## **Concessions/Personal Services**

### **Alterations**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-234-0527

Hours of Operation: Monday-Saturday 0900-1900; Sunday 1000-1700

### **Barber Shop**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-887-1975

Hours of Operation: Monday-Friday 0800-1930; Saturday 0800-1800, Sunday 1000-1700;

Holidays 1000-1700

### **Barracks Phones**

Bldg 824, Fort Eustis, VA 23604

Hours of Operation: Monday-Friday 0900-1300; Saturday-Sunday Closed

### **Beauty Shop**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-887-0292

Hours of Operation: Monday-Friday 0900-1900; Saturday 0800-1900; Sunday and Holidays 1000-1700

### **Exchange Mobile Center**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-847-6320

Hours of Operation: Monday-Saturday 0900-2000; Sunday 1000-1800

### **GameStop**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-243-2572/2516

Hours of Operation: Monday-Saturday 0900-1900; Sunday 1000-1700

**Gifts and More**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-887-1050

Hours of Operation: Monday-Saturday 0900-1800; Sunday and Holidays 1000-1700

**GNC**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-887-8309

Hours of Operation: Monday-Saturday 0900-1800; Sunday 1000-1600; Holidays 1000-1700

**Gun Counter**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-887-0293 Ext 295

Hours of Operation: Monday-Saturday 1000-1900; Sunday 1100-1700

**Laundromat**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-880-0275

Hours of Operation: Monday-Friday 0900-2200; Saturday 0800-2200; Sunday 0900-2100

**Military Clothing Store**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-887-8205

Hours of Operation: Monday-Friday 0900-1800; Saturday 1000-1700

**Optical Shop**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-847-3045

Hours of Operation: Monday-Friday 0900-1900; Saturday 0800-1900; Sunday and Holidays 1000-1700

**Optometry**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-887-3627

Hours of Operation: Monday-Friday 0900-1800; Saturday 0900-1600, Sundays Closed

**Patriot Outfitters (Tactical Shop)**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-969-6618

Hours of Operation: Monday-Saturday 0900-1800; Saturday-Sunday 1000-1700

**Post Exchange (PX)**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-887-0293

Hours of Operation: Monday-Saturday 0900 – 2000; Sunday 1000-1800

### **Specialty Shop**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-234-6050

Hours of Operation: Monday-Saturday 0900-1900; Sunday and Holidays 1000-1700

### **Refill Pharmacy**

Phone: (757) 878-2539

Call-in Refills: (757) 314-7965 or 1-866-878-9321

Hours of operation: 0900-1800 Mon-Fri 1000-1400 Sat Closed Sun

## **Education and Training**

### **Adult Education**

#### **Herbert Bateman Education Center**

1500 Madison Avenue, Fort Eustis, VA 23604

757-878-3705/3613

Services: The Fort Eustis Education Center (JBLE) allows for active duty, family members, and retirees the opportunity of enrolling into courses offered by accredited universities. The JBLE satellite office offers flexible class schedules, affordable tuition, outstanding faculty and an environment tailored to busy adult students and members of the military. No matter what university you choose to enroll in, you can count on the same quality curriculum and academic rigor as University Campus classes.

#### **Groninger Library**

1313 Washington Boulevard, Fort Eustis, VA 23604

757-878-5017

Hours of Operation: Monday-Wednesday 1100-1900; Thursday 1200-2100; Friday-Sunday 1000-1700

[www.groningerlibrary.com](http://www.groningerlibrary.com)

Services: Groninger Library provides information and reading resource materials on various popular and duty related subjects. The Library has 10 computers with access to the internet, as well as a wireless internet for your personal computers. Patrons have the opportunity to search our automated card catalog for books, compact discs, DVDs, audio cassettes and, video tapes.

We also provide access to a photocopier and a fax machine for a small fee. Our children's room is equipped with a play area and a children's library. We also have a periodicals area, a conference room, and a multimedia area. The library provides up to date monthly and, quarterly magazines and daily newspapers to be enjoyed in our open reading area. We also offer a best seller and contemporary military reading book list. College CLEP class information is also available upon request at the circulation desk.

## **Employment/Volunteer Services**

### **Soldier for Life – Transitional Assistance Program (SFL-TAP)**

705 Washington Street, Building 71, Fort Eustis, VA 23604

757-878-2881

Hours of operation: Monday-Friday 0800 -1630

Website: [https://www.acap.army.mil/acap\\_centers/](https://www.acap.army.mil/acap_centers/)

E-mail: [acap.eustis@serco-na.com](mailto:acap.eustis@serco-na.com)

**Transition Services:** Soldier for Life – Transitional Assistance Program (SFL-TAP) delivers a world-class transition program for America’s Army that ensures that all eligible transitioners have the knowledge, skills and self-confidence necessary to be competitive and successful in the global workforce. SFL-TAP helps transitioners to make informed career decisions through benefits counseling and employment assistance. SFL-TAP is responsible for delivering both transition assistance and employment assistance services.

### **Pre-Separation**

SFL-TAP provides a wide range of services designed to make transition an easy and successful experience. The key to transition success is knowledge of those services and a firm understanding of how to use them. All transitioning Soldiers are required to visit the SFL-TAP Center prior to departing the Army. Military personnel will receive services by attending a mandatory pre-separation briefing no less than 90 days prior to separation. During the briefing, Soldiers learn about their benefits and rights, as well as the services that are available. During the briefing Soldiers are introduced to the DD form 2648 “Pre-Separation Counseling Checklist” and assisted in its completion. This form helps Soldiers to identify their needs and develop a personal plan for securing the help to meet those needs.

### **ACS Employment Readiness Program (ERP)**

Bldg. 650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3173

<http://eustismwr.com/index.php/2011-11-16-17-10-33/employment-readiness>

Hours of operation: Monday-Friday 0730 – 1630

**Services:** Provides career development, job search resources, and job referral services for Soldiers and family members. ERP offers weekly job search orientation, resume writing and federal employment workshops, and a weekly e-mailing of local job listing within the area.

### **Equal Employment Opportunity (EEO) Office**

2733 Madison Avenue, Fort Eustis, VA 23604

757-878-4797/5325

Hours of Operation: Monday-Friday 0800-1630

**Services:** The Equal Employment Opportunity office develops local policies and programs implementing Executive Orders, EEO Commission Directives and Department of Navy and TRADOC regulations. Department of Army and Air Force employees, NAF employees and applicants for employment on Joint Base Langley Eustis (JBLE) who believe they are discriminated against are eligible for assistance through the EEO.

**Services include:**

Develops, publishes and maintains the USATCFE EEO Affirmative Action Plan.

Reviews complaints, conducts inquiries, analyzes imbalances in employment patterns, inequitable management practices and discrimination, and recommends corrective actions.

Monitors the EEO program within the command and maintains with employees and union officials, special interest groups and community leaders.

Supervises and furnishes technical guidance to the USATCFE EEO, counselors, Hispanic Employment Program Manager and Federal Women's Program Manager.

**Equal Opportunity Office (Military)**

2733 Madison Avenue, Fort Eustis, VA 23604

757-878-0022

Hours of Operation: Monday-Friday 0730-1630

Services: The Military EO ensures fair treatment for all Soldiers based solely on merit, fitness, capability and potential which support readiness.

**Services include:**

Advise and assist commanders and other staff members on equal opportunity matters.

Assists commanders in developing and supervising the Command Equal Opportunity Program. Maintains liaison with agencies off post and civic organizations on equal opportunity matters, as required.

Performs assistance visits and inspections, as required.

Processes equal opportunity complaints. The services provided by this office are available to active duty Soldiers and their family members.

**Non-Appropriated Fund (NAF) Human Resource Office**

670 Lee Street, Fort Eustis, VA 23604

757-878-5100

<http://www.eustis.army.mil/cpac>

[www.NAFJOBS.org](http://www.NAFJOBS.org) (to view current job openings)

Hours of operation: Monday-Friday 0800 – 1600

Services: Dedicated to providing excellent staffing and customer service in support of Joint Base Langley-Eustis Force Support Division Services.

**Civilian Personnel Advisory Center (CPAC)**

705 Washington Boulevard, Fort Eustis, VA 23604

757-878-2125

Hours of Operation: Monday-Friday 0800-1600

Services: The CPAC serves the personnel administrative needs of the civilian employees of Joint Base Langley-Fort Eustis (JBLE) and Norfolk District Corp of Engineers. The CPAC staff

advises Department of the Army managers and employees about recruitment and placement, classification, human resource development, the administration of the awards and appraisal programs, leave administration and disciplinary and adverse actions.

USAJOBS is used to recruit JBLE positions. Go to USAJOBS (usajobs.gov) to learn how to create a resume within USAJOBS. Keep in mind the assessment questionnaires are used for two purposes; (1) To determine eligibility, and (2) To determine qualifications. Applicants should ensure all of their experience is captured in their resume and that all required documents are included in their application package.

DoD Civilians transferring with their military spouse should call 878-2125 to request an appointment for registration in the spouse preference program.

### **The Army and Air Force Exchange Service (AAFES)**

1384 Jackson Avenue, Fort Eustis, VA 23604

757-887-2984/3488

Hours of Operation: 0800-2000

Services: Applications for employment are accepted twice weekly. For more information, call 757-887-2984/3488.

### **Family Employment Readiness Program (FERP)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3173

[www.eustismwr.com](http://www.eustismwr.com)

Services: FERP provides employment assistance to our Active Duty Military Families, Retirees, and DoD Civilians. AF and NAF Application assistance; Individual Employment Counseling; Job Search Skills Training; Resume & Cover Letter Workshop; Interviewing Skills Workshop; Local Job Leads Books; computers are available. For additional information concerning workshop dates and services call 757-878-3173.

### **The Army Spouse Employment Partnership (ASEP)**

[www.ArmyOneSources.com](http://www.ArmyOneSources.com)

[www.militaryspousejobsearch.org](http://www.militaryspousejobsearch.org)

Services: The Army Spouse Employment Partnership (ASEP) is a partnership that is mutually beneficial between the Army and Corporate America. The partnership provides Army spouses that opportunity to attain financial security and achieve employment goals through career mobility and enhanced employment option.

### **ACS Volunteer Program**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3042

<http://eustismwr.com/>

Hours of Operation: 0730-1630 Monday-Friday

Services: Persons who are looking for rewarding work should consider joining the ACS volunteer team. ACS is always looking for volunteers to join their staff. Volunteers may be work

on the Welcoming Reception or Publicity Committees or one of the many other areas volunteers are needed. Volunteers gain valuable experience while helping others.

### **Red Cross Volunteer Program**

215 Calhoun Street, Fort Eustis, VA 23604

757-878-3339/3168

Hours of Operation: Monday-Friday 0800-1600

Services: The ARC coordinates an active volunteer program for persons wishing to donate their time to community service. Red Cross volunteers at Fort Eustis work at McDonald Army Health Center, Veterinary Clinic, Jag Medical, Tignor Dental Clinic, or in the base Red Cross Office.

If you are interested in becoming a Red Cross Volunteer, please call 757-878-3339

### **English as a Second Language (ESL)**

#### **Army Community Services (ACS)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3129

<http://eustismwr.com/>

Services: Contact ACS to find an ESL tutor.

### **Financial Services/Assistance**

#### **My Army Benefits**

<http://myarmybenefits.us.army.mil/>

Services: My Army Benefits provides over 150 fact sheets for benefit eligibility. Calculate your deployment pay; forecast your retirement benefits; research education options and much more. If you require further assistance, speak with a benefits expert between 9 AM – 8 PM EST Monday-Friday.

#### **Army Emergency Relief (AER)**

705 Washington Boulevard, Fort Eustis, VA 23604

757-878-1118

Hours of Operation: 0730 – 1500 Monday-Friday

<http://www.aerhq.org/>

Services: AER is the Army's own emergency financial assistance organization and is dedicated to "Helping the Army Take Care of Its Own." AER provides commanders a valuable asset in accomplishing their basic command responsibility for the morale and welfare of soldiers.

AER funds are made available to commanders having AER Sections to provide emergency financial assistance to soldiers - active & retired - and their dependents when there is a valid need.

### **ACS Financial Readiness**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-1974

Hours of Operation: 0730 – 1630 Monday-Friday

<http://eustismwr.com/index.php/2011-11-16-17-10-33/financial-readiness>

**Services:** Your Financial Readiness Team offers a wide range of services to assist Soldiers and their Families with financial affairs. Emphasis is placed upon the training portion of the program designed to educate Soldiers and spouses in the following: money management, proper use of credit, financial planning, Deployment, transition and relocation, credit improvement, investment information and check writing principles. Our goal is to help Families prevent financial difficulties before they arise and prepare them for their financial future.

### **Lending Closet (Located in Relocation Readiness)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-2563

Hours of Operation: Monday-Friday 0730-1600

**Services:** The lending closet is administered to provide basic housekeeping items for temporary loan to incoming and outgoing families and in other cases determined appropriate. ACS personnel stock the lending closet with good quality items. At a minimum, items provided include basic kitchen equipment, high chairs, portable play pens, microwaves, ironing boards, and irons. This service can be used by incoming and outgoing personnel on PCS orders.

### **Military Family Life Consultant (MFLC)**

630 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

**Prevention & Intervention Services:** Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

### **Bank of America**

1327 Patton Avenue, Fort Eustis, VA 23604

757-887-7840

Hours of Operation: Lobby: Monday-Thursday 1000-1600; Friday 0900-1600; Drive-thru hours: Monday-Thursday 1000-1600; Friday 0900-1600

**Services:** Bank of America provides banking services to include: checking, savings, CDs, credit cards, student banking, online banking and mobile & text banking. They also provide lending and borrowing services, as well as, investment resources.

### **First Advantage Federal Credit Union**

1317 Patton Avenue, Fort Eustis, VA 23604 (Across from the PX parking lot next to the Post Library).

757-877-2444

Hours of Operation: Monday-Friday 0900-1700; Military Pay Days 0800-1700

Services: First Advantage Federal Credit Union provides banking services to include: checking, savings, CDs, credit cards, student banking, online banking and mobile & text banking. They also provide lending and borrowing services, as well as, investment resources.

## **Resiliency Training**

### **Master Resiliency Training (MRT)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3638

Hours of Operation: Monday-Friday 0730-1630

Education Services: Increase resilience and enhance performance by developing the five dimensions of strength such as the physical, emotional, social, spiritual and Family growth. Learn more about the six resilient competencies to include self-awareness, self-regulation, optimism, mental agility, strength of character, and connection. Army Community Services offers the training and provides Family members with the opportunity to receive the Master Resilience Training Course in its entirety. Spouse Master Resiliency Trainers and Green Suit master Resiliency Trainers are assigned to all units (including tenants) to provide training. Contact your FRSA for more information regarding unit training sessions. For more information about ACS Master Resiliency Training, please call (757) 878-3173.

### **Army Family Team Building (AFTB)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3638

Hours of Operation: Monday-Friday 0730-1630

Education Services: **Army Family Team Building (AFTB)** teaches Family Members about Army culture and equips them with skills and resources to become self-reliant, self-sufficient members of the military community.

## **Family Support**

### **DEERS**

#### **Defense Enrollment Eligibility Reporting System (DEERS)/ID Cards**

[www.tricare.mil/DEERS](http://www.tricare.mil/DEERS)

Services: DEERS is a worldwide, computerized database of uniformed service members (sponsors), their Family members, and others who are eligible for military benefits. All sponsors (active duty, retired, National Guard or Reserve) are automatically registered into DEERS. All eligible Family members must be registered by their sponsor.

To add or delete Family members, visit a local uniformed services personnel office. Search for one near you at [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl)

To update addresses, email addresses, and phone numbers call the Defense Manpower Data Center Support (DSO) at 1-800-538-9552.

Fax changes to the DSO at 1-831-655-8317

## **Divorce**

### **Office of the Staff Judge Advocate (LAO)**

Legal Assistance Office (LAO)

2732 Madison Avenue, Fort Eustis, VA 23604

757-878-3031 x222

Hours of Operation: By appointment only Mondays and Wednesdays; 1300-1600 Walk-ins

Services: The LAO advises and assists Soldiers, Retirees, and their Family members with personal legal matters. Services include advising and assisting with Wills, divorce, custody, non-support, consumer protection, taxes, landlord-tenant, and Powers of Attorney.

### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: Conflict Resolution and Anger Management Counseling. Also contact your Unit Chaplain for any and all intervention prevention.

## **Deployment Readiness**

### **ACS Mobilization and Deployment Readiness**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3638

Hours of Operation: 0730-1630 Monday-Friday

Services: This program is the principal source of resources and services for Soldiers, Commanders/Rear Detachment Commanders, Family Members and Family Readiness Groups (FRG). It assists units and installation personnel with deployment and reintegration briefings and a variety of Operation READY classes to include FRG Leaders, Points of Contact, Treasurer and Newsletter, Commander/Rear Detachment Commanders & 1 SGT Courses and Unit level training is offered upon request. The Mobilization/Deployment Program also offers Spouse Battlemind Training and the Spouses' Yellow Ribbon Support Group, specifically designed to help Spouses recognize the signs of deployment such as fatigue & stress, and provides ideas and recourses to manage the challenges of deployment and re-deployment. The trainings are available monthly, times vary. All our trainings offer free in-house Short Term Alternative Child Care (STACC) for schedules and registration information, please contact the MOB/DEP Office 757-878-2552.

### **Military Family Life Consultant (MFLC)**

630 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

Prevention & Intervention Services: Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: Conflict Resolution and Anger Management Counseling.

Also contact your Unit Chaplain for any and all intervention prevention.

### **Military OneSource Counseling Services**

1-800-342-9647

<https://www.militaryonesource.com>

Prevention and Intervention Services: Military OneSource offers three kinds of short-term, non-medical counseling options to Active-duty, Guard and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term issues such as adjustments to situational stressors, stress management, decision making, communication, grief, blended family issues and parenting skills issues. Counseling sessions can be arranged face-to-face, telephone consultation or online consultation.

### **Family Readiness Group**

#### **Langley AFB**

Langley Airman and Family Readiness Center

45 Nealy Avenue, Wing B, Suite 100, Building 15 633 FSS/FSFR, Langley AFB, VA 23665

757-764-3990

Hours of Operation: Mondays – Fridays 0730-1630

<http://www.jble.af.mil/>

#### **Fort Eustis**

Soldier and Family Readiness (Army Community Service)

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3638

Hours of Operation: Monday-Friday 0730-1600

<http://eustismwr.com/>

Services: Soldier and Family Readiness a command-sponsored organization of Soldiers, civilian employees, family members (immediate and extended) and volunteers belonging to a unit.

### **Food Assistance**

#### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: Conflict Resolution and Anger Management Counseling.

Also contact your Unit Chaplain for any and all intervention prevention.

#### **ACS Financial Readiness**

650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-1974

Hours of Operation: Monday-Friday 0730-1630

<http://eustismwr.com/index.php/2011-11-16-17-10-33/financial-readiness>

Services: Your Financial Readiness Team offers a wide range of services to assist Soldiers and their Families with financial affairs. Emphasis is placed upon the training portion of the program designed to educate Soldiers and spouses in the following: money management, proper use of credit, financial planning, Deployment, transition and relocation, credit improvement, investment information and check writing principles. Our goal is to help Families prevent financial difficulties before they arise and prepare them for their financial future.

### **Army Emergency Relief (AER)**

705 Washington Boulevard, Fort Eustis, VA 23604  
757-878-1118

Hours of Operation: 0730 – 1500 Monday-Friday

<http://www.aerhq.org/>

Services: AER is the Army's own emergency financial assistance organization and is dedicated to "Helping the Army Take Care of Its Own." AER provides commanders a valuable asset in accomplishing their basic command responsibility for the morale and welfare of soldiers. AER funds are made available to commanders having AER Sections to provide emergency financial assistance to soldiers - active & retired - and their dependents when there is a valid need.

### **Red Cross (JBLE)**

215 Calhoun Street, Fort Eustis, VA 23604

24 Hour Emergency Toll Free Number: 1-877-272-7337; 757-878-3339

Services: The American Red Cross, a voluntary health and welfare organization established in 1881, received its first congressional chapter in June 1900 and was reincorporated by an act of Congress on January 5, 1905. Two purposes of the organization relate to activities with the Armed Forces. As specified by the charter, these purposes are "to furnish volunteer aid to sick and wounded of the Armed Forces in time of war and to act in matters of voluntary relief and in accord with the military authorities as a medium of communication between the people of the United States of America and their Armed Forces.

### **Services provided:**

Counseling for personal and Family problems

Assist with communication between the Soldier and his/her Family

Conduct service programs in communities throughout the nation, to include: Volunteer Service,

Health and Safety Program, Disaster Program, and Bloodmobile Program

Provide access to financial assistance to Soldiers and their Family members in cases of emergency on a 24-hour basis in partnership with Army Emergency Relief

Provide briefings to military and Family members on Red Cross procedures, particularly during deployments

All military personnel (active duty and retirees) and their families are eligible for assistance through the ARC. A limited range of services is provided to veterans and their dependents.

## **Food Assistance - Local Resources**

### **Newport News Department of Human Services**

Rouse Tower, 6060 Jefferson Avenue, Newport News, VA 23605

(757) 926-6300; (757) 926-6118 (Fax)

Hours of Operation: Monday-Friday 0800-1700; Holidays Closed

<http://www.nngov.com/human-services/social-services>

**Services:** The mission of the Newport News Department of Human Services/Social Services is to achieve optimal well-being for individuals and families by promoting health, safety, employment and education through agency programs and community partnerships, strengthening the community by enhancing quality of life. They provide Financial Services/Benefit Programs, Employment Services, Child Welfare and Protection Services, and Adult and Family services.

**Financial Assistance Programs** include money, coupons, or authorization cards to obtain food, clothing and shelter, medical care, etc. **All Financial Assistance programs have maximum income levels that vary from program to program. Recipients must provide statements of wages, bank records, property value, value of life insurance, stocks, bonds, motor vehicles, etc.**

### **Denbigh Satellite Office (Newport News)**

368 Deshazor Drive, Newport News, VA 23608

757-369-3160; 757-369-3186 (Fax)

Hours of Operation: Monday-Friday 0800-1700; Holidays Closed

<http://www.nngov.com/human-services/social-services>

**Services:** The mission of the Newport News Department of Human Services/Social Services is to achieve optimal well-being for individuals and families by promoting health, safety, employment and education through agency programs and community partnerships, strengthening the community by enhancing quality of life. They provide Financial Services/Benefit Programs, Employment Services, Child Welfare and Protection Services, and Adult and Family services.

### **Hampton Department of Social Services**

1320 LaSalle Avenue, Hampton, VA 23669

(757) 727-1800; (757) 727-1835 (Fax)

Hours of Operation: Monday-Friday 0800-1600; Holidays Closed

<http://hampton.gov/socialservices/>

**Services:** The department works to ensure that all Hampton families are able to become healthy and self-sufficient. Hampton Department of Social Services provides human service programs for city residents who have financial, social, educational, health, and emotional needs. The

department prevention and intervention, assessment, service provision, and/or referral to appropriate agencies and organizations in the Hampton area.

**James City County Human Services**

5249 Olde Towne Road, Williamsburg, VA 23188

(757) 259-3100

Hours of Operation: Monday-Friday 0800-1700

<http://www.jamescitycountyva.gov/%5C/socialservices/index.html>

Services: Our Social Services programs are intended to help people to help themselves by: Temporarily helping residents to meet their basic needs, including food, shelter, utilities, and medical care, protecting children, the disabled and the elderly from abuse, neglect and exploitation, and promoting self-sufficiency through employment.

**York/Poquoson Social Services**

301 Goodwin Neck Road, Yorktown, VA 23692-0917

(757) 890-3787; (757) 890-3934 (Fax)

Hours of Operation: Monday-Friday 0800 – 1600, Holidays Closed

<http://www.yorkcounty.gov/CountyGovernment/York-PoquosonSocialServices.aspx>

Services: The mission of the York/Poquoson Social Services is to assist the basic needs of our citizens, promote self-sufficiency, and protect vulnerable children and adults. York-Poquoson Social Services provides a broad array of human service programs for county residents who have financial, social, educational, health, and emotional needs. The department serves on the front line of intervention, assessment, service provision, and/or referral to appropriate agencies and organizations in the York County/Poquoson area.

**Williamsburg Human Services**

401 Lafayette Street, Williamsburg, VA 23185

(757) 220-6161; (757) 220-6113 (Fax)

Hours of Operation: Monday-Friday 0800 – 1630, Holidays Closed

<http://www.williamsburgva.gov/index.aspx?page=35>

Services: Williamsburg Human Services provides a broad array of human service programs for city residents who have financial, social, educational, health, and emotional needs. The department serves on the front line of intervention, assessment, service provision, and/or referral to appropriate agencies and organizations in the Williamsburg area.

**WIC – Women, Infants & Children**

<http://www.vdh.virginia.gov/ofhs/dcn/wic/>

The Virginia WIC Program WIC stands for the Special Supplemental Nutrition Program for Women, Infants and Children. The Program provides nutrition education, breast feeding promotion and support, supplemental nutritious foods, counseling at WIC clinics, and screening and referrals to other health, welfare, and social services. The goal of the Program is to improve the health of pregnant women, infants and children (under 5 years) through better nutrition and access to health care. To be eligible for the WIC Program, applicants must meet categorical, residential, income and nutrition risk requirements.

To apply for WIC, just call a local WIC office and make an appointment. At the appointment, the client will be weighed, measured, and have an iron screening. The client will then speak with a nutritionist for suggestions on eating healthy and will be given any referrals that they may need. The nutritionist will provide a food prescription along with checks for healthy foods. Fathers, grandparents, and foster parents can also apply for WIC to receive supplemental nutrition benefits for infants and children who are five years old or younger in their care.

### **Newport News**

#### **York/Denbigh WIC Clinic**

710 Denbigh Boulevard, Suite 2-D, Newport News, VA 23608

757-886-2810; 757-886-7522 (Fax)

Hours of Operation: If a holiday during that week then hours of operation are 0800- 1700

Monday-Friday; if no holiday during the week then hours of operation are 0715-1700 Monday-Thursday and 0800-1700 Friday

#### **Peninsula Health Center WIC Clinic**

416 J Clyde Morris Boulevard, Newport News, VA 23601

757-594-7502; 757-594-7771 (Fax)

Hours of Operation: Monday-Thursday 0730 – 1700; Friday 0800-1200

#### **East End Health Clinic Facility WIC Clinic**

1033 28<sup>th</sup> Street, Newport News, VA 23607

757-247-8079; 757-247-2291 (Fax)

Hours of Operation: Monday-Thursday 0730 – 1700; Friday 0800-1200

### **Williamsburg/James City County**

#### **Williamsburg/James City County WIC Clinic**

4095 Ironbound Road, Williamsburg, VA 23607

757-253-4813, select option 1; 757-253-4248 (Fax)

Hours of Operation: Tuesday-Wednesday 0730-1630; Thursday 0730-1730; Friday 0730-1530

### **Hampton**

#### **Hampton WIC Clinic**

1320 LaSalle Avenue, Hampton, VA 23669

757-727-1140, press option 4

Hours of Operation: Monday-Wednesday; 0800-1630; Tuesdays 0730 – 1630; Thursdays (by appointment only) 0800-1900

## **Gloucester/Poquoson**

### **Gloucester WIC Clinic**

6882 Main Street, Suite C-F, Gloucester, VA 23061  
804-693-2445, press option 3  
Hours of Operation: Mon, Tu, & Fri 0800-1630

### **Salvation Army of the Virginia Peninsula**

1033 Big Bethel Road  
Hampton, VA 23666  
Phone: 757-838-4875

Hours of Operation: Monday-Friday (Social Services Dept) 0900-1100 and 1300-1500

<http://virginiasalvationarmy.org/hamptonva/>

**Services:** The Salvation Army is a Christian denominational church and international charitable organization structured in a quasi-military fashion. The organization reports worldwide membership of over 1.5 million,<sup>[1]</sup> consisting of soldiers, officers and adherents known as *Salvationists*. Its founders Catherine and William Booth sought to bring salvation to the poor, destitute and hungry by meeting both their "physical and spiritual needs". It has a presence in 126 countries,<sup>[2]</sup> running charity shops, operating shelters for the homeless, and providing disaster relief and humanitarian aid to developing countries.

### **Salvation Army Gloucester Service Center**

7057 Linda Circle, Hayes, VA 23072  
804-642-3960

Hours of Operation: Monday-Friday 0930 – 1630

<http://virginiasalvationarmy.org/hamptonva/>

**Services:** The Salvation Army is a Christian denominational church and international charitable organization structured in a quasi-military fashion. The organization reports worldwide membership of over 1.5 million,<sup>[1]</sup> consisting of soldiers, officers and adherents known as *Salvationists*. Its founders Catherine and William Booth sought to bring salvation to the poor, destitute and hungry by meeting both their "physical and spiritual needs". It has a presence in 126 countries,<sup>[2]</sup> running charity shops, operating shelters for the homeless, and providing disaster relief and humanitarian aid to developing countries.

**Emergency Shelter for the Homeless:** The Salvation Army provides 9 efficiency rooms at a local vender to shelter families. We hope in the future to provide shelter in a building owned by The Salvation Army. Programs on parenting, nutritious cooking, and wellness are provided to those in resident. Clothing and bus tickets for job interviews are provided as needed.

**Veterans Housing Program:** The Salvation Army Transitional Residence Program is designed to provide stability, security and access through enhanced personal responsibility on the veteran part. Successful reintegration into the community depends on the person's own initiative, motivation, and use of the programs made available to him/her. The Program is ninety (90) days in length, at the end of which the person may apply for an extension.

**Street Feeding Program** The Salvation Army Disaster Van is used as a feeding vehicle providing meals to individuals within the Hampton and Newport News communities. The canteen is available and on duty for area disasters.

We provide for people in need by giving financial assistance such as:

- Food Pantry/Meals/Free Bread and Pastries
- Energy Share Program
- H2O Program
- Backpack Distribution
- Thanksgiving Community Dinner
- Christmas meals and gifts for children

**United Way of the Virginia Peninsula**

739 Thimble Shoals Blvd Ste 302

Newport News, VA 23606-3562

757-594-4636 (First Call Information/Referral Line); 757- 873-9328

<http://www.uwvp.org/>

(Service the following counties: Gloucester, Hampton, Newport News, Poquoson, and York.)

Services: United Way envisions a world where all individuals and families achieve their human potential through education, income stability and healthy lives. In 2008, United Way initiated a 10-year program designed to achieve the following goals by 2018:

- Improve education, and cut the number of high school dropouts — 1.2 million students, every year — in half.
- Help people achieve financial stability, and get 1.9 million working families — half the number of lower-income families who are financially unstable — on the road to economic independence.

Promote healthy lives, and increase by one-third the number of youth and adults who are healthy and avoid risky behaviors

**Survivor Outreach**

**Casualty Assistance Office**

705 Washington Avenue, Suite 132, Fort Eustis, VA 23604

Casualty Operations: 757-878-1118

Mortuary Affairs: 757-878-2686

Memorial Affairs: 757-878-2165

Fax: 757-878-1364

After Hours (Staff Duty Officer): 757-878-5050

After Hours (On-Cell Call): 757-846-3526

Hours of Operation: Monday – Friday; 0730-1630

Services: The Army established Casualty Assistance Centers throughout the country to help shepherd families through losing a loved one, or assist a family after a Soldier has been injured.

They are tasked with making sure a deceased Soldier is ready for burial, and coordinating the disbursement of benefits to surviving family members.

Areas of Responsibility: Virginia Counties: Gloucester, Isle of Wight, James City, Mathews, Middlesex, Southampton, And York. Independent Virginia Cities: Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, Williamsburg.

**Survivor Outreach Services (SOS)**

705 Washington Avenue, Suite 129, Fort Eustis, VA 23604

757-878-3887

Hours of Operation: Monday-Friday; 0730-1630

Services: Survivor Outreach Service demonstrates the Army's commitment to Families of the Fallen. The mission of SOS is to provide enhanced services to these Families. SOS is a holistic and multi-agency approach.

**Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: The Fort Eustis Family Life Chaplain provides the following program: Marriage and Family Pastoral Counseling, Family Wellness Program, Marriage Enrichment Programs and Marriage Preparation, Counseling Training for Chaplains.

**Tragedy Assistance Program for Survivors (TAPS)**

1-800-959-8277

<http://www.taps.org/>

Services: TAPS is the 24/7 tragedy assistance resource for ANYONE who has suffered the loss of a military loved one, regardless of the relationship to the deceased or the circumstance of the death. Founded out of tragedy in 1994, TAPS has established itself as the front line resource to the families and loved ones of our military men and women. TAPS provides comfort and care through comprehensive services and programs including peer based emotional support, case work assistance, connections to community-based care, and grief and trauma resources. TAPS provides immediate and long-term emotional help, hope, and healing to all who are grieving the death of a loved one in military service to America. TAPS meets its mission by providing peer-based emotional support, grief and trauma resources, casework assistance, and connections to community-based care.

**National Alliance for Grieving Children (NAGC)**

<http://childrengrieve.org/>

Services: The National Alliance for Grieving Children promotes awareness of the needs of children and teens grieving a death and provides education and resources for anyone who wants to support them. Because all grieving children deserve a chance to heal; the National Alliance for Grieving Children (NAGC) provides a network for nationwide communication between hundreds of professionals and volunteers who want to share ideas, information and resources

with each other to better support the grieving children and families they serve in their own communities. Through this network, the NAGC offers online education, hosts an annual symposium on children's grief, maintains a national data base of children's bereavement support programs and promotes national awareness to enhance public sensitivity to the issues impacting grieving children and teens.

### **Local Support Program:**

KIDZ'NGRIEF\*

2 Bernadine Drive

Newport News, VA 23602

(757) 737-2287

<http://bshr.com/our-services-hospice-bereavement-services-kidz-n-grief.html>

Services: We are a support group center with 9 concurrent groups for kids 3-18 years old and for their caregivers who bring them. Kidz 'N Grief meets in Newport News, Virginia on the second and fourth Mondays of the month, September through June, from 6:00 to 7:30 p.m. Children may enroll and attend anytime during the year. We also hold a weekend "Mikey's Camp" in the Fall.

## **Fitness**

Here on Fort Eustis we like to make fitness a way of life. Whether you like the feeling of being in a gym, a class, or enjoy taking advantage of the outdoors, our variety of fitness options gives you a choice. Scroll through our various fitness facility and program pages on the left to find a healthy option that's right for you!

### **Civilian Fitness Program**

<http://phc.amedd.army.mil/topics/healthyliving/al/Pages/ArmyCivilianWellnessPrograms.aspx>

Services: The Civilian Fitness Program allows you to work-out up to 3 hours a work week during a 6 month long program. Civilian employees can register at any time and there is no cost to the participant.

### **Anderson Field House**

643 Dickman Street, Fort Eustis, VA 23604

757-878-2328

Hours of Operation: Monday-Friday 0500-2200; Saturday-Sunday 0900-1800; CLOSED

Thanksgiving Day, Christmas Day, and New Year's Day; OPEN all other Holidays 0700-1600

<http://eustismwr.com/index.php/anderson-field-house>

Services: The Anderson Field House (AFH) features air conditioned strength (2 areas) and cardiovascular training areas, a multi-functional training room/classroom, an indoor 25-meter 6-lane lap pool, 2 racquetball/handball courts and an 18,360 square foot arena, which can be divided into multiple activity areas.

Pool Information:

757-878-1090

Hours of Operation: Monday –Friday 0500-2000; Weekends 1200-1600; Closed Holidays (Pool is Closed if only 2 Lifeguards from 1000-1100 daily)

**Physical Training**

Hours of Operation: 0500-0700

**Military Training**

Hours of Operation: 0700-1000

**Lap Swim**

Hours of Operation: 1100-1300

**Physical Therapy**

Hours of Operation: 1300-1400

**McClellan Fitness Center**

673 Monroe Avenue, Fort Eustis, VA 23604

757-878-5556

Hours of Operation: Monday-Friday 0500-2200; Closed Weekends and Holidays

<http://eustismwr.com/index.php/mcclellan-fitness-center>

**Services:** The McClellan Fitness Center (MFC) is a 25,000 square foot facility that includes a cardiovascular area, strength training area, exercise classroom, gymnasium and rock-climbing wall. The cardiovascular area features treadmills, elliptical trainers, upright and recumbent bikes, steppers and a stepmill. Cardio Theatre is available on FM TV's. The strength area features a total-body Hammer strength circuit, multi-station/adjustable cable-crossover, plate-loaded equipment and free weights. The gym has an arena for basketball, volleyball and spectators. It can also be divided into separate activity areas. Air conditioned locker rooms also have saunas.

For the group workout enthusiast, MFC offers a state-of-the-art, "Fitness On Request" system. This continuously updated, synergistic kiosk/projection system allows patrons to participate in a variety of exercise classes (see staff for assistance).

**Fort Eustis Satellite Fitness Center; Building 1501**

1501 Lee Boulevard, Fort Eustis VA 23604

757-878-8080/8081

Hours of Operation: Monday-Friday 0600-1400; Closed Weekends and Holidays

<http://new.jbleforcesupport.com/fort-eustis-satellite-fitness-center-bldg-1501/>

**Services:** Features amenities – treadmills, bikes, ellipticals, stepmill. Arm Ergometer, Rower, 13-station strength circuit, ab benches, balance boards, pull-up/dip stations, and locker rooms with showers.

### **Pregnant Soldier Wellness Program (PPPT)**

2792-A Harrison Loop, Fort Eustis, VA 23604  
757-314-4514 (Education)

**Services:** PPPT Program provides a physical fitness training and education program that meets the unique needs of pregnant and postpartum Soldiers. The purpose of the PPPT Program is to assist pregnant Soldiers in maintaining health and fitness throughout their pregnancy, successfully integrate postpartum Soldiers back into unit fitness training programs, and enhance the Soldier's ability to meet the physical requirements for readiness after pregnancy. The Program consists of two main components: an educational component to train program leaders in pregnancy and postpartum physical training and an implementation guide to provide guidance on establishing a local PPPT program.

### **Fit to Win**

673 Monroe Avenue, Fort Eustis, VA 23604 (Inside McClellan Fitness Center)  
757-878-2238

Hours of Operation: Mondays and Wednesdays 0600-1000 & 1100-1500; Tuesdays and Thursdays 1000-1300 & 1400-1900; Fridays 0730-1300 & 1400-1630; Holidays Closed

<http://eustismwr.com/index.php/fit-to-win>

**Services:** *Serving both McClellan Fitness Center and Anderson Field House patrons. **Fit To Win** is a Fort Eustis Quality of Life Enhancement Program. The program targets all members of the Fort Eustis community. Active duty soldiers have priority, followed by their family members, military retirees and DOD civilians.*

### **Services offered:**

- Basic Fitness Test (free): blood pressure, heart rate, body weight, body mass index, strength, flexibility, aerobic
- Deluxe Fitness Test (\$40): basic fitness test plus 13 body circumference measurements, body fat, waist to hip ratio, choice of treadmill or cycle ergometer aerobic test, body fat analysis
- Run/Walk/Swim For Your Life (free): self-paced programs using running, walking and swimming
- Fitness Handouts and Brochures (free)
- Basic Orientation (free): your choice of available strength circuits
- Deluxe Orientation (\$40.00): tell-show-do training on your choice of available strength circuits.
- Wellness Profile (\$15.00): 46-question wellness test
- Health Survey (\$15.00): 36-question health test
- Personal Training (various programs and fees): specific exercise programming and tell-show-do training given by certified personal trainer
- Civilian Fitness Program – Follow Me To Fitness (various fees): 6-month exercise program for Government Service civilians assigned to JBLE
- Wellness Incentive Program (free): participants receive merchandise for engaging in fitness and wellness activities.

Note: For customer convenience, fee-based services are also available outside of normal hours, under the following conditions:

1. Time(s) must be agreed upon between trainer and client.
2. Time(s) must fall within normal operating hours of Fort Eustis fitness facilities.

### **Langley Shellback Fitness Center**

36 Sweeney Boulevard, Langley AFB, VA 23665

757-225-8166

Hours of Operation: Monday-Friday 0400-2200; Weekends, Family Days, & Holidays 0700-1900; Closed Christmas and Thanksgiving

<http://new.jbleforcesupport.com/shellbank-fitness-center/>

### **Langley ACC Fitness Center**

216 Dodd Boulevard, Bldg 658, Langley AFB, VA 23665

757-764-5791

Hours of Operation: Monday-Friday 0500-1900; Closed Weekends and Holidays

Featured amenities: Warrior Run (Crossfit), Multiple basketball courts, weight room, treadmills, ellipticals, recumbent bikes

### **Weight Management**

#### **Health Management Clinic**

757-314-7612 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604 Monday-Friday 0730-1630 AD, ADFM, Retirees and their family members enrolled in Tricare Prime and Tricare Plus at MCAHC.

Services: A facility based educational clinic that is designed to assist patients with certain medical conditions to learn how they can work with their health care providers to improve and maintain their health. Patients are taught how to self- manage common day-to-day problems with their conditions and how to decrease or prevent the effects of chronic health conditions. PCM or self-referral programs for nutrition, obesity, diabetes, asthma, tobacco use cessation, anticoagulation medication management. The interdisciplinary team consists of a Certified Diabetic Educator, Clinical Pharmacist, Registered Dietitian and Dietetic Technician, Respiratory Therapist, Nurses and Primary Care Managers.

Nutrition care services: Health Management Clinic (HMC) provides nutrition assessment, education and counseling to all authorized beneficiaries. A registered, licensed dietitian and dietetic technician are located in the HMC of McDonald Army Health Center. Patients are seen by appointment for one-on-one nutrition visits and group class. Medical nutrition therapy is available for a diverse range of nutrition related health management concerns across the age spectrum from infancy to adult seniors. Group education classes include nutritional management for overweight / obesity, elevated blood cholesterol and diabetes. Diabetes classes are included in the curriculum of the HMC diabetes clinic.

Patients are seen by appointment for individual nutrition visits and group classes, Monday through Friday, from 0730-1630. The HMC is closed on federal holidays. ALL patients are requested to bring a list of their current medications, prescribed and over-the-counter, as well as dietary and herbal supplements. Patients are also advised to keep a 3-5 day food log of their diet intake prior to their initial nutrition appointment.

### **Fit to Win**

673 Monroe Avenue, Fort Eustis, VA 23604 (Inside McClellan Fitness Center)  
757-878-2238

Hours of Operation: Mondays and Wednesdays 0600-1000 & 1100-1500; Tuesdays and Thursdays 1000-1300 & 1400-1900; Fridays 0730-1300 & 1400-1630; Holidays Closed

<http://eustismwr.com/index.php/fit-to-win>

Services: *Serving both McClellan Fitness Center and Anderson Field House patrons. **Fit To Win** is a Fort Eustis Quality of Life Enhancement Program. The program targets all members of the Fort Eustis community. Active duty soldiers have priority, followed by their family members, military retirees and DOD civilians.*

### **Services offered:**

- Basic Fitness Test (free): blood pressure, heart rate, body weight, body mass index, strength, flexibility, aerobic
- Deluxe Fitness Test (\$40): basic fitness test plus 13 body circumference measurements, body fat, waist to hip ratio, choice of treadmill or cycle ergometer aerobic test, body fat analysis
- Run/Walk/Swim For Your Life (free): self-paced programs using running, walking and swimming
- Fitness Handouts and Brochures (free)
- Basic Orientation (free): your choice of available strength circuits
- Deluxe Orientation (\$40.00): tell-show-do training on your choice of available strength circuits.
- Wellness Profile (\$15.00): 46-question wellness test
- Health Survey (\$15.00): 36-question health test
- Personal Training (various programs and fees): specific exercise programming and tell-show-do training given by certified personal trainer
- Civilian Fitness Program – Follow Me To Fitness (various fees): 6-month exercise program for Government Service civilians assigned to JBLE
- Wellness Incentive Program (free): participants receive merchandise for engaging in fitness and wellness activities.

Note: For customer convenience, fee-based services are also available outside of normal hours, under the following conditions:

1. Time(s) must be agreed upon between trainer and client.
2. Time(s) must fall within normal operating hours of Fort Eustis fitness facilities.

## **Installation Support**

### **Veterinary Services/Animals**

#### **Veterinarian Treatment Facility (Fort Eustis)**

580 Jefferson Avenue, Fort Eustis, VA 23604

757-878-5824

Hours of Operation: Monday-Fridays 0800 – 1600; Open some Saturdays

Services: Fort Eustis Veterinary Treatment Facility is professionally staffed by Army Veterinary Corps personnel with the primary mission of providing complete veterinary care for all government owned animals. Our staff understands how important your pet is to you and with that in mind; we also offer many types of routine care services for the pets of military families. For availability of services or to schedule an appointment please call the number listed above.

#### **Veterinarian Clinic (Langley AFB)**

504 North Roma Road, Langley AFB, VA 23665

757-764-5678

Hours of operation: Monday - Friday 0800 – 1600

Services: Langley Air Force Base Veterinary Treatment Facility is professionally staffed by Army Veterinary Corps personnel with the primary mission of providing complete veterinary care for all government owned animals. Our staff understands how important your pet is to you and with that in mind; we also offer many types of routine care services for the pets of military families. For availability of services or to schedule an appointment please call the number listed below.

### **Boarding/Grooming**

#### **Colony Animal Hospital**

13187 Warwick Boulevard, Newport News, VA

757-877-6464

[http://colonyvet.com/services\\_boarding.php](http://colonyvet.com/services_boarding.php)

Hours of operation: Mon, Wed, Thur, Friday 0700 – 1800; Tu 0700-1200; 1400-1800; Sat 0700-1300

Services: Colony Animal Hospital maintains a spacious pet boarding facility for your pet's safety and comfort. We offer separate accommodations for our dog and cat boarding guests and have individual outdoor runs where the dogs are exercised twice daily. Grooming sessions are held on Tuesdays and Wednesdays and appointments are required.

#### **Mercury Animal Hospital, Inc.**

2500 W. Mercury Boulevard, Hampton, VA 23666

757-826-4951

<http://www.mercuryveterinarianhospital.com/>

Hours of operation: Monday-Friday 0700-1800; Saturday 0700-1200

Services: Mercury Animal Hospital's goal is to help keep animals healthy. We are a full service Animal Hospital servicing dogs, cats and pocket pet animals. They provide a wide-range of services to include pet boarding and pet grooming.

### **Dog Parks**

#### **Fido Field at Riverview Farm Park** (Behind the Riverview Gymnastics Center)

105 City Farm Road, Newport News, VA 23602

757-886-7912

Hours of Operation: Open daily, sunrise to sunset unless otherwise posted

<http://www.nngov.com/898/Fido-Field-Dog-Park>

Services: Fido Field was opened in Riverview Farm Park in 2006. With over 1 acre of open area, Fido Field is a great place for you and your dog to socialize and exercise.

#### **Before entering the dog park, YOU MUST REGISTER YOUR DOG:**

##### **To register your dog, you must bring the following records:**

Tags and records indicating all vaccinations are current including Rabies, Distemper, Parvovirus and Bordetella is required along with dog license registration with the City/County of residence.

##### **Bring these records to the following registration sites:**

- Newport News Parks, Recreation & Tourism Office, 700 Town Center Drive, Suite 320, Newport News VA, 23606 (757) 926- 1400, Weekdays 8am-5pm
- Riverview Gymnastics Center, 1025 City Farm Road, Newport News, VA (757) 886-2729, Mon-Fri 9am-8pm, Sat 9am-6pm
- Riverview Farm Park Concession, 105 City Farm Road, Newport News, VA (757)886-2743 (May – September)
- Newport News Park Campground, 13560 Jefferson Avenue, Newport News, VA, (757) 888-3333, daily 7am-7pm

##### **Registration Fee:**

Annual registration is available for a fee of \$10 per year for the first dog (\$5 for additional dogs residing at the same residence). Registration is for the calendar year purchased. Registration fees are non-refundable and non-transferable. See website for Fido Field rules.

#### **Sandy Bottom Bark Park**

1255 Big Bethel Road, Hampton, VA 23666

757-825-4657

Hours of Operation: Monday-Friday 0800-1800

Services: Sandy Bottom Bark Park is a friendly off-leash park where dog-savvy people bring their canine companions out to play and socialize. All dogs must be registered with Hampton Parks & Recreation before they are allowed into the park.

First time visitors must register their dog at Sandy Bottom Nature Preserve or at the Parks and Recreation Office on the 5<sup>th</sup> floor of City Hall, 22 Lincoln Street, Hampton, VA before entering the park. Obtaining a Bark Park tag allows access to both, Ridgway Bark Park, 85 E. Mercury

Blvd., Hampton, VA and Sandy Bottom Bark Park. If you have questions, please call (757) 825-8311 or (757) 825-4657. To register your dog, you must have current proof of dog license from area of residence AND current paperwork of valid Rabies, Parvo, Distemper and Bordetella vaccinations.

## **Casualty Assistance**

### **Casualty Assistance Office**

705 Washington Avenue, Suite 132, Fort Eustis, VA 23604

Casualty Operations: 757-878-1118

Mortuary Affairs: 757-878-2686

Memorial Affairs: 757-878-2165

Fax: 757-878-1364

After Hours (Staff Duty Officer): 757-878-5050

After Hours (On-Cell Call): 757-846-3526

Hours of Operation: Monday-Friday 0730 -1630

Services: The Army established Casualty Assistance Centers throughout the country to help shepherd families through losing a loved one, or assist a family after a Soldier has been injured. They are tasked with making sure a deceased Soldier is ready for burial, and coordinating the disbursement of benefits to surviving family members.

Areas of Responsibility: Virginia Counties: Gloucester, Isle of Wight, James City, Mathews, Middlesex, Southampton, And York. Independent Virginia Cities: Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, Williamsburg.

## **Consumer Protection**

### **Office of the Staff Judge Advocate (LAO)**

Legal Assistance Office (LAO)

2732 Madison Avenue, Fort Eustis, VA 23604

757-878-3031 x222

Hours of Operation: By appointment only Mondays and Wednesdays; Walk-ins 1300-1600

Services: The LAO advises and assists Soldiers, Retirees, and their Family members with personal legal matters. Services include advising and assisting with Wills, divorce, custody, non-support, consumer protection, taxes, landlord-tenant, and Powers of Attorney.

## **Dining**

### **The Fort Eustis Club**

<http://eustismwr.com/index.php/2011-11-16-16-53-03/2011-11-16-17-04-21/lunch-at-the-club>

Lunch Buffet Available Tuesday-Friday 1130 to 1300  
Price: \$8.50

**Reggie's Bar and Grille**

3518 Mulberry Road, Fort Eustis, VA 23604  
757-878-5331

Hours of Operation: Monday-Friday 1000-1400; Weekends and Holidays 0830-1600

<http://eustismwr.com/index.php/2011-11-16-16-53-03/2011-11-16-17-04-21/reggies-bar-a-grill>

**Strike Zone Snack Bar (Bowling Center)**

675 Dickman Street, Fort Eustis, VA 23604  
757-878-5482

Hours of Operation: Mon 1100-1400; Tu, W, Th 1100-2100; Fri 1100-2400; Sat 1200-2400; Sun 1200-1800

<http://eustismwr.com/index.php/2011-11-16-16-53-03/2011-11-16-17-04-21/reggies-bar-a-grill>

**The Bistro at McDonald Army Health Center**

576 Jefferson Avenue, Fort Eustis, VA 23604  
757-314-7500

Hours of Operation: Monday-Friday; 0600-1330; Breakfast served 0600-0930, Lunch served 1100-1330

<http://new.jbleforcesupport.com/the-bistro-at-mcdonald-army-hospital/>

**Juice Bar** (located inside the Aquatic Center)

641 Tyler Avenue, Fort Eustis, VA 23604  
757-878-1516

Hours of Operation: Monday-Friday 0500-1900; Saturday 1200-1900; Closed Sundays

<http://new.jbleforcesupport.com/juice-bar/>

**Arbys**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604  
757-887-2748

Hours of Operation: Monday-Saturday 1030-1900; Sundays & Holidays 1100-1700

**Starbucks**

Building 1527 (near intersection of Crate Court), Fort Eustis, VA 23604  
757-369-6088

Hours of Operation: Monday-Sunday 0600 – 1800

**Burger King**

1328 Patton Avenue, Fort Eustis, VA 23604  
757-887-1602

Hours of Operation: Monday-Friday 0600 – 2030; Saturday-Sunday 0700-2030

**Pizza Hut**

677 Tyler Avenue, Fort Eustis, VA 23604

757-369-8615

Hours of Operation: Monday-Sunday 1030-2200

### **Charley's Grilled Subs**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-887-2748

Hours of Operation: Monday-Saturday 1030-1900; Sunday & Holidays 1100-1700

### **Taco Bell**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-887-2748

Hours of Operation: Monday-Saturday 1030-1900; Sunday & Holidays 1100-1700

### **Subway**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-887-2748

Hours of Operation: Monday-Saturday 1030-1900; Sunday & Holidays 1100-1700

### **Popeyes**

Located at Washington Avenue, Bldg. 1386, Fort Eustis, VA 23604

757-887-2748

Hours of Operation: Monday-Saturday 1030-1900; Sunday & Holidays 1100-1700

### **Employee Assistance Program (EAP)**

2115 Pershing Avenue, 2<sup>nd</sup> Floor, Fort Eustis, VA 23604

757-878-1487

Hours of Operation: Monday-Friday 0730-1630

Services: An Employee Assistance Program (EAP) is a **confidential** service designed to help employees and their families with personal or work related problems. **EAP** provides assessment, short-term counseling, referral if necessary and follow-up. All Appropriated, Non-Appropriated employees, Soldiers, Retirees and their families are eligible for services.

**EAP is a free, confidential, problem-solving resource** provided to help in areas such as:

- Stress Management
- Emotional Issues
- Depression and Anxiety
- Alcohol or Drug Use
- Workplace Conflicts
- Career Concerns/Job Stress
- Family Problems
- Child and Elder Care Resources
- Marriage/Relationship Issues
- Legal Troubles
- Grief or Loss Issues
- Budgeting and Financial Matters
- Anything that is having a stressful impact on your life.

## **ID/CAC Card Processing**

### **Military Personnel and Services Division (Identification/DEERS) (Located in the Soldier Support Center)**

650 Monroe Avenue, Room 123, Fort Eustis, VA 23604  
757-878-0948

Hours of Operation: Monday-Friday 0800-1600 (Walk-ins & Appointments)

Services: Issue and renew Active, Reserves, National Guard, Family Member, Civilians and other eligible personnel ID cards. Ensure DEERS is updated for medical reasons.

Appointment Web Site: <https://rapids-appointments.dmdc.osd.mil>

### **Mission Support Group (Identification/DEERS) Langley AFB Location:**

45 Nealy Avenue, Wing A, Suite 114, Langley AFB, VA 23665  
757-764-2270

Hours of Operation: Monday-Friday 0930-1500; Wednesdays 0830-1500 \*\*Note: Monday-Friday 0730-0930 are CACs Only. Except Wednesdays (Hours are dependent upon number of customers currently awaiting service)

Services: Issue and renew Active, Reserves, National Guard, Family Member, Civilians and other eligible personnel ID cards. Ensure DEERS is updated for medical reasons.

Appointment Web Site: <https://rapids-appointments.dmdc.osd.mil>

## **JBLE-Eustis Express**

### **JBLE-Eustis Express/Gas/Redbox DVD Rental/Car Wash/Subway**

Building 704 (Corner of Washington Blvd. and Jefferson Ave.)  
757-369-3772; 757-369-3774; 757-369-3780

Hours of Operation: Monday-Friday 0500-2400; Saturday 0700-2400; Sunday 0700-2300;  
Unattended Fueling: 24/7

## **Housing/Lodging**

### **Balfour Beatty House Office (On post)**

126 Madison Avenue, Fort Eustis, VA 23604  
757-369-8335

Hours of Operation: Monday-Friday 0730-1630; Saturday 1000-1600; Sunday 1000-1800

<http://www.fteustishomes.com/>

Services: At Balfour Beatty Communities, our primary focus is the satisfaction and well-being of our Nation's military members and their families. We work hard to provide safe, quality homes and are proud of our professional and skillful on-site management and maintenance personnel. With great amenities and engaging neighborhood events, our mission is to create family-oriented communities where our residents feel completely at home. The Balfour Beatty Communities Fort

Eustis Community Center offers a multitude of features for resident enjoyment including a fitness room, computer lab, Splash Park, activities room, and a kitchen.

**Community Home Finding, Relocation and Referral Services (CHRRS) (Off Post)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-2977/5579/5411; Fax: 878-3181

Hours of Operation: Monday-Friday 0700-1530

Services: All personnel requiring off post housing must process through the Housing Office before entering into a lease, rental or purchase agreement. To search for housing go to Automated Housing Referral Network (AHRN) at [www.ahrn.com](http://www.ahrn.com)

**Services include:**

Maintaining a list of rental apartments, mobile homes, and single dwelling houses in the surrounding area

Maintaining a list of houses, town homes, condos, and mobile homes for sale, by owner and realtor

Maintaining a list of hotels/motels in the surrounding area

Furnishing written materials and verbal counseling on the dos and don'ts of leasing and buying off post housing

Investigating off post housing complaints; Preparing files on discrimination complaints to be presented to the Commander for his decision; assisting complainant in filing the necessary paperwork with HUD (Housing and Urban Development), the Justice Department or state courts, where necessary

Maintaining information on schools, churches, shopping areas and bus schedules

Maintaining liaison with realtors, salesmen, apartment councils and apartment management agencies

Maintaining files on current state laws on tenant/landlord status and the Army regulations regarding off post housing

Sponsor Home Buying and Selling seminars

Sponsors the Rental Partnership Program (RPP)

Housing assistance is available to active duty Soldiers (TDY or PCS), members of Reserve components, active members of other uniform services and their Family members.

**General Smalls Inn**

1700 Madison Avenue, Fort Eustis, VA 23604

757-878-2337

Hours of Operation: 24 Hours/7 Days a Week

<http://www.eustismwr.com/>

**Services:** The General Smalls Inn accepts reservations for all military duty personnel in a PCS or TDY status, DoD Civilians attending conferences, and hospital visitors. Reservations are accepted 24/7. You may also fax in your reservation with a copy of your orders. Reservation availability is on a first come first serve basis. *Check in time is 1600 hours and checkout is 1100 hours.*

Upon making a reservation, each traveler is issued a reservation number as confirmation. When accommodations are not available, guests are issued a Statement of Non-Availability Number (SNA) to include in their TDY reimbursement documentation and/or future reference. DVQ reservations are handled by JBLE Protocol.

**Room Rates:**

VQ Rooms \$60.00

Temporary Lodging Facilities (TLF) \$ 63.00

Distinguished Visitors Quarters \$69.00

**ROOMS:**

**EXTENDED STAY**

\* All Extended Stay rooms are furnished with a telephone, television, DVD player, high speed internet access, a kitchenette with microwave, refrigerator, sink and coffee maker, an iron and ironing board, single bath, and a queen size bed.

**STANDARD STAY**

\* Double occupancy room furnished with a telephone, television, DVD player, high speed internet access, refrigerator, coffee maker, iron and ironing board, and a queen sized bed.

**SUITES**

\* All suites include living room, dining room, kitchen, two bathrooms, furnished with a telephone, television, internet access capabilities, microwave, refrigerator, coffee maker, iron and ironing board, and queen size bed.

**HANDICAP ACCESSIBLE**

\* The General Smalls Inn has eight handicap accessible rooms. A flat fee of \$5.00 per day is added to the room rate for additional occupants.

**Air Force Inns**

70 Nealy Avenue, Bldg 82, Langley AFB, VA 23665

757-764-4667

Hours of Operation: 24 Hours/7 Days a Week

Website: [www.usafservices.com](http://www.usafservices.com); Email: 633fss.inns@langley.af.mil

Services: Offer Distinguished Visitors Quarters (DVQ), Visiting Quarters (VQ), and Temporary Lodging Facilities (TLF). For Reservations with children and Pet Friendly Rooms Please contact the Lodging office directly for accurate reservations.

## **Inspector General**

### **Office of Inspector General**

2783 Harrison Loop, Fort Eustis, VA 23604

757-878-4844

Hours of Operation: Monday – Friday 0830-1630

Services: The TRADOC Inspector General serves as an extension of the Commanding General by providing an independent and impartial assessment of the morale, welfare and discipline of the Command and reports on other matters that impact upon the economy and/or efficiency of the Command.

## **Legal**

### **Office of Command Judge Advocate**

2732 Madison Avenue, Fort Eustis, VA 23604

757-878-3031 X 222 COM, 757-826-3031 DSN

Hours of Operation: Walk-in Legal Assistance Tuesday & Thursday 1300-1600 (AD and Dependents Only); Friday 0800-1200 & 1300-1600 (AD, Dependents & Retirees); By appointment: Monday and Wednesday (All or walk in during regular business hours to schedule – AD, Dependents & Retirees); Power of Attorney & Notary Services Monday-Friday 0800-1200 & 1300-1600 (AD, Dependents & Retirees)

Services: The 633rd Air Base Wing Judge Advocate provides legal advice and support to the 633 ABW Commander and more than 40 unit commanders and staff agencies in the areas of military justice, adverse administrative actions and ethics, civil, operations, environmental, labor and contract law. The 633 ABW Judge Advocate also provides preventive law, legal assistance and tax service to a client base of more than 75,000, is responsible for all claims for and against the government and prosecutes civilian offenders in Federal court.

Please leave a message on our answering service. Due to the high volume of calls, all calls will be returned within 24 hours of receipt. Thank you for your patience.

Please note that active duty service members and their family members have priority on weekdays. We are closed on federal and installation training holidays.

### **Leadership/Administration**

757-878-5288 Ext. 247

### **Criminal Law**

757-878-5288 Ext. 239

### **Special Assistant to the US Attorney**

757-878-5288 Ext. 235

### **Legal Assistance**

757-878-5288 Ext. 222

**Claims**

757-878-5288 Ext. 224

**Trial Defense**

757-878-2064

**Tax Assistance Center**

757-878-2478/2343

**Fax Number**

757-878-5289

**NOTE:**

Legal advice is not given over the telephone.

Persons with a problem (determined to be an emergency) have priority.

Problems involving military, administrative or criminal matters and complaints against military personnel are referred to the appropriate agency.

Informative briefings may be schedule through ACS.

**Legal assistance cannot:**

Represent a client in civilian courts.

Assist with an individual's outside commercial ventures.

Draft complicated trust agreements or conduct in-depth estate planning.

Draft any pleadings or other documents that will be presented to the court.

**Important Legal Information:****Last Will and Testament**

The Fort Eustis Legal Assistance Office provides assistance in preparing Wills for Soldiers and their spouses free of charge. It is advantageous for everyone to have a Will. It is the only "legal" way to designate who will get an individual's property after his or her death. This cannot be accomplished with a Power of Attorney. A Will should state who will be person to settle the estate (the executor or executrix) and a guardian should be named for surviving children.

**Power of Attorney**

A Power of Attorney is a document which allows another person to act as one's agent. A General Power of Attorney lets a designated person do anything one might do his or herself, such as buy a care, or cash a paycheck. A Special Power of Attorney gives a designated person limited power to do one or more specific things. For example, it may give someone the authority to register a car for the owner in his or her absence. The Legal Assistance Office can help prepare a Power of Attorney and assist individuals in determining which one is actually needed. Powers of Attorney should always include an expiration date (which will be no longer than one year from the date of signing, and preferably for the shortest period of time for which it may be needed). A Limited Power of Attorney should be used whenever possible. A Power of Attorney expires upon the death of the individual authorizing it or the death of the person to whom it is designate.

**Divorce and Separation**

In Virginia, a divorce may be obtained when the parties have lived apart, and without cohabitation for a period of one (1) year or more. This separation does not require a written property settlement agreement. However, when the parties have entered into a property settlement agreement, and there are no minor children, a divorce may be obtained on application

if and when the husband and wife have lived apart, and without cohabitation or interruption for six (6) months. A written property settlement agreement is not valid in Virginia unless both parties have signed it and their signatures have been notarized.

### **Leases**

Whenever property is rented, there should always be a written lease. A lease allows a person to know, in writing, when their rent is due, when their term expires, where their security deposit is kept and so on. Military personnel should request that a military clause be included in their lease. This allows the lease to be broken in the event the Soldier and his/her Family are reassigned to another institution. Any other promises by the landlord or tenant should be put in writing as well, in order for them to be binding.

### **Taxes**

Military personnel and their Family members are liable for federal taxes. In addition, they are also liable for state income taxes in the state where they legally reside. The legal residence of Soldier is the place where he or she intends to reside indefinitely. Such a place is called a “legal residence” or “domicile”. Domicile is established by ones’ actions, such as registering vote in a particular state or receiving “in-state” tuition from a college or university. No one is ever without a legal residence and no one may have two such residences at the same time. Whenever a new “legal residence” is established, the old one expires. Military personnel who reside in a state where there is no income tax are exempt from paying state taxes. Some states make military personnel fully liable for income taxes, regardless of where they are stationed. Other states may require Family members, earning income in the state which their sponsor is assigned, to file an additional state income tax return there. Soldier may check their withholding statement (W-4 Form) or block 25 on their LES to see whether they are being taxed by their legal state of residence. A Legal assistance officer is available to answer questions regarding liability of state income taxes, where to vote and where and when “in-state” tuition can be claimed.

### **Door-to-Door Sales**

A door-to-door sale is one that takes place anywhere other than the store or place of business of the seller. When a product is purchased from a door-to-door salesperson, it must be stated, in writing, that the buyer has three (3) business days in which to change their mind about the purchase. If the buyer decides to cancel the contract, he or she must do so in writing, and send a copy of the cancellation (also the consumer needs to keep a copy of the cancellation request). Door-to-door sales are prohibited on Fort Eustis. Anyone coming in contact with a door-to-door salesperson on post; should notify the Provost Marshall’s Office.

### **Important Documents and Information for Spouses**

It is very important for military spouses to have certain documents in their possession. If it becomes necessary to take full responsibility for the Family for any reason, they will be able to do so without much trouble. The sponsor should have most of the information. The hours spent going over this information saves time later on. It is advised that these documents be maintained in a place where they are accessible at all times. Military spouses should possess the following:

Marriage Certificate  
Birth Certificate for all Family members  
Shot Records (up-to-date) of all Family members, including pets  
Citizenship papers, if any  
Adoption Papers, if any  
Passports, if any  
Armed Forces Identification Cards for all Family Members (10 years old or older)  
Sponsor's Social Security Number  
All government and civilian insurance policies or a list of companies, policy numbers, types of insurance, local and out-of-town addresses and telephone numbers of the companies, whenever possible.  
Sponsor's last LES  
Power of Attorney (several copies)  
Copies of both husband's and wife's Wills  
Nine copies of sponsor's TDY to PCS orders  
Current addresses and telephone numbers of all immediate Family members

### **Planning for your Sponsor's Absence**

To prepare a Family for separation, certain precautions must be taken. The following are some suggestion:

Know the various financial obligations the Family has and budget accordingly. Keep a calendar of the upcoming year, under each month, list what must be done. ACS has financial counselors to assist with budget planning.

Know how you are going to receive financial support: Do you have an allotment? Does your sponsor have direct deposit? Can you draw on that account? Is your sponsor's paycheck sent to the unit? If so, do you have a Power of Attorney?

Know that security precautions you should take. The Fort Eustis Military Police have many suggestions on crime prevention, as does the Newport News City Police Department.

### **Police/Fire Department**

#### **Emergency Assistance**

**911**

#### **Installation Provost Marshall U.S. Army MP**

648 Washington Boulevard, Fort Eustis, VA 23604  
757-878-4555 (Fort Eustis)/ (757) 422-7141 (Fort Story)

Hours of Operation: 24/7

Services: The Provost Marshal Office provides 24-hour law enforcement and community assistance to the Soldiers, families, civilians, and visitors of the U.S. Army Transportation Center, Fort Eustis and Story. Our focus is the assist, protect and defend.

### **733d CED Fort Eustis Fire and Emergency Services**

648 Washington Boulevard, Fort Eustis, VA 23604

757-878-1008 (Administrative)

Hours of Operation: 24/7

Services: The 733d Civil Engineer Division provides quality engineering, planning, operations, environmental, and fire & emergency services to help make Fort Eustis the installation of choice to live, conduct business and execute the mission. In addition, the 733 CED constructs and maintains the physical infrastructure that provides for the public's health and safety. With an eye to the future, CED maintains and improves installation property, roads, utilities and facilities; improves energy management and sustainability programs; provides all fire protection and prevention services; provides oversight of installation environmental assets to ensure compliance with environmental policies, programs, and legislation; manages the unaccompanied personnel housing program; and plans for new construction and improvement to installation facilities and services. The 733 CED supports the training, mobilization and deployment of mission-ready forces, thereby helping to enhance Combat Readiness, Professional Development and Quality of Life for the Fort Eustis Community.

### **Local Police Departments (Off-Post)**

#### **Newport News Police Department**

##### **Headquarters**

9710 Jefferson Avenue, Newport News, VA 23605

**911** or 757-247-2500 (To request police dispatch, fire or EMS services)

757-928-4100 (File a police report, warrant)

##### **North Precinct**

368 DeShazor Drive, Newport News, VA 23608

757-369-3105

##### **Central Precinct**

611 Dresden Drive, Newport News, VA 23601

757-591-4978

##### **South Precinct**

5849 Jefferson Avenue, Newport News, VA 23605

757-926-3001

#### **Hampton City Police Department**

40 Lincoln Street, Hampton, VA 23669

757-727-6111

## **Postal Services**

### **United States Post Office – Fort Eustis**

1321 Lee Street, Fort Eustis, VA 23604

757-878-2011

Hours of Operation: Mondays – Fridays 0930 -1630, Weekends and Holidays Closed

#### **Services include:**

- Burial Flags
- Business Reply Mail Account Balance
- Business Reply Mail New Permit
- Duck Stamps
- General Delivery
- Global Express Guaranteed®
- Money Orders (Domestic)
- Money Orders (Inquiry)
- Money Orders (International)
- Pickup Accountable Mail
- Pickup Hold Mail
- PO Box Online
- Priority Mail International®

### **Post Locator/Mail Management Section**

1321 Washington & Patton Avenue (back entrance), Fort Eustis, VA 23604

757-878-2011/6523 (Mail Management Section)

Hours of Operation: Monday-Friday 0730 - 1630

**Services:** The Post Locator handles telephone inquiries regarding the location of military personnel on Fort Eustis. If provided with a Soldier's social security number and first and last names, the Post Locator can pinpoint a Soldier's unit.

The Main Management Section handles all official military correspondence and metered mail (outgoing), all certified and registered mail (incoming) and relocates mail when the Post Office cannot find the person to whom a letter or package is addressed. They are also responsible for Unit Mail Room Inspections.

The Post Locator and Mail Section Services are located in the same building as the Post Office, Bldg. 1321. However, they have separate entrances.

### **UPS** (beside Starbucks),

Building 1527 Patton Avenue Fort Eustis, VA 23604

757-234-0204; Fax 757-234-0274

Hours of Operation: Monday-Friday 0800-1900; Saturday 0900-1400; Sunday Closed

UPS Ground Pickup Times: Monday-Friday: 1800

UPS Air Pickup Times: Monday-Friday: 1800

Saturday: 1300

## **Provost Marshall Office (PMO)**

### **Military Police (MO)**

648 Washington Avenue, Fort Eustis, VA 23604

757-878-4555; Emergency – 911

Hours of Operation: 24/7

#### **Services include:**

### **Armed Forces Disciplinary Control Board Representative**

757-878-4551

Services: Provides assistance with problems affecting health, welfare, morale, or discipline of members of the Armed Forces, caused by unethical, unfair or discriminatory treatment by business, individuals, or establishments in the civilian community.

### **Civil Liaison**

757-878-4551

Services: Provides assistance when dealing with civil police courts.

### **Crime Prevention**

757-878-5515; 757-878-4555

Services: Provides guidance on marking valuable for identification and provides general guidance on crime prevention and security measures of the home, for information, call 757-878-5515. The MP Desk provides police patrols and schedules quarter's security checks while occupants are away. To report a crime, request assistance or report lost or found property, call 757-878-4555.

### **Game Warden**

757-878-4555

Services: Provides information on local, state, and federal laws governing hunting, fishing, and boating.

### **Traffic Offense**

757-878-3831

Services: Investigates traffic accidents.

## **Installation Traffic Enforcement**

Vehicle accidents occurring on Fort Eustis should be reported immediately to the Military Police. Vehicles and occupants must remain at the scene of the accident until release by the Military Police, unless injuries require immediate medical attention.

The authorized speed limit on Fort Eustis is 25 MPH, unless otherwise posted. The speed limit when passing troops in formation is 10 MPH.

All persons driving or riding a vehicle on Fort Eustis are required to wear a seatbelt. Virginia State Law requires the use of a restraining device for all children under the age of 6, regardless of the child's weight, while a passenger in a vehicle.

When operating or riding a motorcycle on or off post, Military Members are required to wear the following items:

Fastened, approved Helmet  
Shatter-resistant Safety Shield or shatter-resistant Goggles  
Full-fingered gloves or mittens, made from leather or other abrasive-resistant material  
Long sleeve shirt or jacket  
Long Trousers  
Sturdy over-the-ankle Footwear

Riders are encouraged to select PPE that incorporates fluorescent colors and retro-reflective material.

Failure to comply with the above is a violation of Department of Defense, Army, Post and Safety Regulations.

### **Public Affairs Office (PAO)**

705 Washington Avenue, Fort Eustis, VA 23604

757-878-4920

Hours of Operation: Monday - Friday 0730-1630

Services: The Public Affairs Office located at Fort Eustis is part of the Joint Base Langley-Eustis 633rd Air Base Wing PAO and conducts the post's command information, public information and community relations programs. The PAO prepares news releases for use by local, regional and national media and serves as official spokesperson for the command. The PAO handles all queries by news media and similar organizations; all queries concerning official activities at Fort Eustis must be referred to the PAO. The PAO serves as the communications advisor to the command and tenant activities that do not have public affairs staffs.

The PAO also conducts the community relations program and is also the only Fort Eustis agency authorized to coordinate Army assets in support of community outreach events. Community support includes honor guards, marching units, vehicle and equipment static displays, speakers bureau, as well as range reservations for Boy Scouts troops and ROTC/JROTC units. All requests for community support should be routed through PAO; all civic outreach support is subject to legal review and approved based on Army operational needs.

### **Safety Office**

#### **633 ABW Ground Safety Office**

705 Washington Blvd, Suite 227, Fort Eustis, VA 23604

757-501-8224; Safety Hotline (757) 268-8967

Services: The safety and health of all Soldiers, Family members, and Civilians is the constant concern of the Installation Safety Office.

## **Transportation/Automotive**

### **Transportation Office (Inbound and Outbound Personal Property)**

650 Monroe Avenue, Room 131 (enlisted); Room 124 (officer), Fort Eustis, VA 23604  
757-878-2514/4664

Hours of Operation: Monday-Friday 0730-1630

Services: The Personal Property/Household Goods office is located in the Soldier Support Center, 650 Monroe Avenue. This office services as a processing office for shipping household goods, unaccompanied baggage and privately-owned vehicles (POVs); it does not accept incoming shipments.

The Transportation Office responsible for all incoming household goods and unaccompanied baggage is the Consolidated Personal Property Shipping Office – Langley (CPPSO-L) at (757) 764-2045/2046/2047, Inbound Shipments for Norfolk (FISC Norfolk) at (757) 433-3700, Langley Air Force Base (AFB), Virginia. Immediately after arriving at Fort Eustis, Soldiers should contact the CPPSO at Langley, (757) 764-2045. Their hours of operation are Monday through Friday, 0730-1630. Soldiers will be asked to furnish a contact phone number and a delivery address, if one is available. For information refer to “Moving”.

### **Auto Craft Shop**

660 Lee Street, Fort Eustis, VA 23604 (Located in the old Inspection Station (Building 668) next to the Automotive Crafts Shop and Fire Station)

757-878-5440

Hours of Operation: Wed-Friday 1200-1930; Sat-Sun 1000-1730; Closed Mondays, Tuesdays and Holidays

Email: [f-e-a-r@cox.net](mailto:f-e-a-r@cox.net)

<http://eustismwr.com/index.php/2011-11-16-16-53-03/auto-craft-shop>

Services: The Auto Craft Center is a 16 bay facility providing you the option to do-it-yourself or to use one of our professional contractors and detailers. The Auto Craft Shop offers many services such as oil change bays, lift bays, computer scans, resale products, and much more. If you are the do-it-yourself type, the Auto Craft shop offers multiple ways to learn and teach yourself how to do repairs yourself.

*The Auto Craft Center now has **PROFESSIONAL AUTOMOTIVE DETAILING** at a great low prices. For more information/schedule a appointment, please call Maxwell at (757) 813-3240.*

*Fort Eustis Auto Repair Shop and Inspection Station is now open Monday-Friday 0800-1700. Located in Bldg 668 (next to the Automotive Craft Shop). Call (757) 878-2480 for an appointment.*

<b>Labor Rate (General) Repair</b>	\$65.00/hour
<b>Labor Rate with performance work</b>	\$75.00/hour

<b>Oil/Filter Service (Standard oil up to 5 qts)</b>	\$33.50
<b>Oil/Filter Service (Synthetic oil)</b>	\$69.00
<b>Engine Diagnostics</b>	\$35.00
<b>Tire Balance</b>	\$12.00
<b>Tire Change</b>	\$12.00
<b>Oversize/Low Profile</b>	\$45.00
<b>Tire Rotation</b>	\$15.00
<b>Rotate and Balance</b>	\$50.00
<b>Transmission Flush plus fluid</b>	\$65.00
<b>A/C Service plus Freon</b>	\$35.00
<b>Battery Charge or Test</b>	\$8.00
<b>Starting System or Chargin System Test</b>	\$25.00
<b>Transmission Rebuilds come with a 3 year/36,000 mile warranty</b>	Pricing varies by model
<b>Service Call to Unlock Vehicle</b>	\$25.00
<b>State Inspections</b>	\$16.00
<b>*All other services are available except alignments</b>	
<b>Boat engine service available</b>	By appointment

All services provided are based on the current flat rate manual and are guaranteed.

Parts provided by are covered by the manufacturer's warranty.

**Firestone Complete Auto Care (behind Burger King)**

1383 Lee Boulevard, Fort Eustis, VA 23604

757-234-7577

Hours of Operation: M, Tu, Th, Fri 0700-1900; Wed 0800-1700; Sat 0700-1800; Sun 0900-1700

<http://www.firestonecompleteautocare.com/store-detail/344614/>

Services: Firestone provides complete auto care for the maintenance of your vehicle. The offer the following auto services and products: alignment, A/C service, batteries, brakes, engine repair, engine tune-up, oil change, radiator service, repair services, tires and tire repair services, transmission service, vehicle inspections, and vehicle maintenance.

**Hertz Car Rental (beside Starbucks)**

1527 Lee Boulevard, Fort Eustis, VA 23604

757-820-0601

Hours of Operation: Monday-Friday 0800-1800; Saturday 0900-1300; Closed Sunday

<https://www.hertz.com/rentacar/location/PHFW01>

Services: Hertz Car Rental provides car rental services. Hertz Car Rental is located on the military installation. Access to the installation is required to rent at this location. Pick up service is available one hour after location opening and up to one hour prior to location opening.

## **Special Services at this Location**

- Pickup/Return Service: Available with a one hour advance notice and within 15 minutes from the Hertz Local Edition location. Once your reservation is booked, the location will call or email you at the phone number or email address provided to confirm pick up service. Airport concession agreements do not allow Hertz to offer Pick Up and Return Service at airport locations. You should not request Pick Up and Return Service if you arrive at an airport- either from the Hertz airport location or from any Hertz off airport location.
- Hertz Local Edition Location
- Gold Counter Service
- Accident Rental Rates: When your car is in the shop for repairs. Insurance/Body Shop and Dealership/Service Center replacement rentals available at this location. Check with location for accident rental rates & reservations.
- NeverLost®
- Hand Controls
- Child Seat

Qualifications and Requirements for rental can be found at the website listed above.

## **Department of Motor Vehicles (Driver's License/Tags/Title Registration)**

### **Hampton Customer Service Center**

8109 Roanoke Avenue, Hampton, VA 23605

804-497-7100

<http://www.dmv.state.va.us/>

Services: DMV's responsibilities include vehicle titling and registration, driver licensing and maintenance of driver and vehicle records. The agency also collects Virginia's fuel tax, monitors the state's trucking industry and serves as Virginia's Highway Safety Office. In addition, the agency effectively enforces motoring and transportation-related tax laws, and efficiently collects and distributes transportation-related revenues. DMV's responsibilities include vehicle titling and registration, driver licensing and maintenance of driver and vehicle records. The agency also collects Virginia's fuel tax, monitors the state's trucking industry and serves as Virginia's Highway Safety Office.

### **Gloucester Customer Service Center**

2348 York Crossing Drive, Hayes, VA 23072

804-497-7100

### **Kilmarnock Customer Service Center**

110 DMV Drive, Kilmarnock, VA 22482

804-497-7100

### **Newport News Customer Service Center**

12730 Patrick Henry Drive, Newport News, VA 23602

804-497-7100

**Smithfield Customer Service Center**

912 South Church Street, Smithfield, VA 23430  
804-497-7100

**Tappahannock Customer Service Center**

750 Richmond Beach Road, Tappahannock, VA 22560  
804-497-7100

**Williamsburg Customer Service Center**

952 Capitol Landing Road, Williamsburg, VA 23185  
804-497-7100

**Travel****Alameda Travel Government Travel Office (Fort Eustis)**

650 Monroe Avenue, Room 102, Fort Eustis, VA 23604  
757-878-8695/757-878-5577  
Hours of Operation: Monday-Friday 0730-1630

**Carlton Wagonlit Travel Office**

650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-5577  
Hours of Operation: Monday-Friday 0730-1630

**Local Airports****Newport News Williamsburg Airport**

900 Bland Boulevard, Newport News, VA 23602  
757-877-0221

<http://www.flyphf.com/content/>

**Airport Code: PHF**

**Directions**

Newport News/Williamsburg International Airport is located just off Interstate 64 at Exit 255-B (Jefferson Avenue/Route 143) in Newport News, Virginia.

Terminal Hours: Open 24 hours, 7 days a week.  
Shuttle Buses run from 4:30am until the last flight daily.

**Norfolk International Airport**

2200 Norview Avenue, Norfolk, VA 23518  
757-857-3351

<https://www.norfolkairport.com/>

**Airport Code: ORF**

**Directions**

**From Norfolk, VA**

- Take I-264E
- Take left exit onto I-64W
- Take Exit 279B Norview Ave E toward Norfolk International Airport
- Merge onto Norview Ave
- Arrive at Norfolk International Airport

**From Virginia Beach, VA**

- Take I-264W
- Take Exit 13, 14, 15 toward Richmond
- Continue onto I-64W
- Take Exit 279B Norview Ave E toward Norfolk International Airport
- Continue to follow VA-168 N
- Merge onto Norview Ave
- Arrive at Norfolk International Airport

**From Hampton or Newport News, VA**

- Take I-64E
- Take exit 279 Norview Ave E toward Norfolk International Airport
- Merge onto Norview Ave
- Arrive at Norfolk International Airport

**ORF Military/Government Travel & Services**

The Norfolk Airport Authority recognizes and appreciates the sacrifice of our local military personnel and their families. Below are various services, features and information sources that benefit the military and government travel community.

**USO Welcome Center**

Since World War II, the United Service Organizations has pursued a mission of providing emotional support for the troops and tending to the needs of military personnel and their families. The Norfolk Airport Authority is proud to provide space for an expansive USO Welcome Center located on the second level of the Arrivals Terminal (baggage claim). The lounge, available for use by active duty and retired military and their families, offers a place to relax, read, watch television, play games, grab a snack and access the internet. Coming or going, you will be welcomed.

Operating Hours: 9:00 A.M. to 9:00 P.M., 7 days a week

Telephone: 757-233-0567

**Military Information Booth**

Located on the first level of the Arrivals Terminal (baggage claim), near the rental car counters, this Information Booth is manned by uniformed naval personnel. They provide both the military and civilian communities with local information, and can assist incoming military with questions regarding ground transportation to local bases. Affordable rental cars, shuttle service and taxicabs are available 24 hours/day.

Booth Operating Hours: 8:00 A.M. to 10:30 P.M., 7 days a week

### **TakeORF.com Discounted Military Fares**

Norfolk International Airport's web site, TakeORF.com, has an airline booking tool that allows the option of accessing special fares reserved only for active duty military and their families with military ID. These fares are not available on major booking sites. They are capacity controlled by the airlines which means they are limited and may sell out. To learn more about it, including tips on how you can increase your chances of getting that low fare, [go here!](#)

### **Ground Transportation**

Active duty military with ID receive discounted flat-rate ground transportation to all area military installations via [James River Transportation](#).

Telephone: 866-823-4626 (toll free) // 757-963-0433 (local)

### **Airport Concessions**

Active duty military with ID receive 10% discount in all airport retail shops courtesy of Hudson News.

### **Government Contract Fares**

On an annual basis, the U.S. General Services Administration (GSA) negotiates reduced air fares for official government travel. These fares are discounted considerably off comparable commercial fares. In 2012, the GSA offered 163 domestic and international destinations out of ORF, more than any other Virginia airport outside of the Washington area.

### **Taxi Cab Companies**

#### **Associated Cabs, Inc.**

12650 McManus Boulevard, Suite 201, Newport News, VA 23602

757-887-3412

<http://www.associatedcabs.com/>

#### **Yellow Cabs (Newport News)**

12 South Armistead Avenue, Hampton, VA 23669

757-855-1111

Hours of Operation: 24/7

[www.yellowcabofnewportnews.com](http://www.yellowcabofnewportnews.com)

#### **Orange Cab Co.**

12650 McManus Boulevard, Newport News, VA 23602

757-369-8977

[www.orangecab.com](http://www.orangecab.com)

**North End Cab**

4214 Jefferson Avenue, Newport News, VA 23607

757-244-4000

<http://www.newportnewstaxicab.com/>

**All City Taxi**

9314 Warwick Boulevard, Newport News, VA

757-380-8300

<http://allcitytaxi.net/>

**Independent Cab**

1260B 39<sup>th</sup> Street, Newport News, VA

757-245-8378

**Hops Cab**

1310 39<sup>th</sup> Street, Newport News, VA

757-245-3005

**Weapons Registration**

All privately owned permitted weapons must be registered with the Provost Marshal's Office, Bldg 648 within 3 days of arrival on Fort Eustis and Fort Story.

At Fort Eustis, weapons are registered through the Provost Marshal's Office, Building 648, Fort Eustis, Virginia from 8 a.m. to 4 p.m. Call 757-878-4555 for more information.

At Fort Story, weapons are registered through the Fort Story Visitors Center at Gate 1 Atlantic Ave. from 7:30 a.m. to 4:30 p.m. Call 757-422-7878 for more information.

*E4 & Below:* Follow installation guidelines to obtain their Commander's authorization in writing to store privately owned permitted weapons in their residences.

*E5 & Above:* Follow installation guidelines to store their privately owned and properly permitted weapons in their residences.

**Per installation guidelines:**

Loaded weapons cannot be carried on the installation, even if you have a concealed weapons permit for off-post.

In order to carry a weapon on-post the ammunition must be removed from the weapon and the carrier must have a JBLE weapons registration.

**Installation Firing Range**

Mulberry Island Road, Fort Eustis, VA 23604

Hours of Operation: 0800 until 30 minutes before Sunset (Monday – Saturday)

**PREREQUISITES:** All firers must register their weapons Security Forces Squadron (SFS), 648 Washington Blvd.

- All firers must complete a Range Safety Class and have an AF IMT 483 (Certificate of Competency)

**AUTHORIZED USERS:** Active Duty Soldiers and Family Members, Retired Military and Family Members, DoD Civilian Personnel and Family Members. Authorized users are permitted to sponsor one non-affiliated guest.

**PROCEDURES:** All authorized persons will purchase POW Range Cards and sign in and out to use the range at the Pines Golf Course Pro-Shop, 3518 Mulberry Island Road. You must have a weapons registration and AF IMT 483 to purchase a POW Range Card. Two- man rule will apply when using the range. First person signing for the range will be appointed as the Range Safety Officer (RSO). Type of weapon and number of rounds to be fired must be given to the clerk at the Pines Golf Course.

## **Medical Services**

### **McDonald Army Health Center (MCAHC)**

576 Jefferson Ave  
Fort Eustis, VA 23604  
757-314-7500 / Outside Local Area 1-800-304-9863

For the most up-to-date information regarding MCAHC services, please visit our website at

<http://mcdonald.narmc.amedd.army.mil>

### **Hampton Roads Appointment Center (HRAC)**

To make, cancel, or reschedule an appointment  
1-866-645-4584  
0600-2000 Mon – Fri  
0700 – 1530 Sat, Sun, and Holidays (Closed on Christmas)

Allergy / Immunization Clinic, 757-314-7673  
Army Substance Abuse Program, 757-878-1674  
Aviation Medicine Clinic, 757-314-8099  
Behavioral Health Clinic, 757-314-7558/7557  
Medical Readiness Clinic, 757-314-8026  
Dermatology Clinic, 757-314-7673  
Ear Nose Throat Clinic, 757-314-7620  
Eye Clinic (Ophthalmology / Optometry), 757-314-7620  
Exceptional Family Member Enrollment, 757-314-7923  
Family Advocacy Program, 757-878-0807/1830  
Family Health Clinic, 757-314-7629  
Fort Story Health Clinic, 757-422-7822  
Gastroenterology Clinic, 757-314-7590  
General Surgery Clinic, 757-314-7590  
Health Management Clinic, 757-314-7612  
Integrated Disability Evaluation Services (IDES), 757-314-7521  
Internal Medicine Clinic, 757-314-7617  
Medical Evaluation Board (MEB), 757-314-7521  
Nutrition Counseling / Education, 757-314-7612  
Ombudsman, 757-314-7542/7539  
Orthopedics / Podiatry Clinic, 757-314-7602  
Pathology (LAB), 757-314-7580  
Patient Advocate, 757-314-7855  
Pediatrics Lion Clinic 757-314-7607 / Pediatrics Tiger Clinic, 757-314-7611  
Physical Therapy Clinic, 757-314-7616  
Pharmacy Outpatient (1<sup>st</sup> Floor), 757-314-7900  
Pharmacy Refill (PX building), 757- 314-7900 or 1-866-878-9321 (Refill call-in)  
Pre-admission, 757-314-7863  
Preventive Medicine, 757-314-8031  
Pulmonary (Sleep) Clinic, 757-314-7603/7604  
Pulmonary Functions Test (PFT), 757-314-7945  
Radiology (X-Ray), 757-314-7745  
Troop Medical Clinic #1, 757-314-8096  
Troop Medical Clinic #2, 757-314-7654  
Women's Health Clinic, 757-314-7606

**After Duty Hours AOD, 757-314-7859**

**Warrior Transition Unit (WTU Staff Duty), 757-878-1579**

## **Clinics**

### **Allergy / Immunization Clinic**

757-314-7673 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Allergy -- Monday-Thursday 0730-1630 Active Duty (AD), Active Duty Family Members (ADFM), Retired Service Members and their family members that are Tricare Prime enrolled at MCAHC.

Services: Provides environmental and food skin testing, allergy evaluations, allergy and asthma follow-ups for adults and children age 10 years and up.

Immunization - Friday ONLY- 0800-1130 & 1300-1600, Active Duty (AD), Active Duty Family Members (ADFM), Retired Service Members and their family members that are NOT enrolled to a provider at MCAHC.

NOTE: Must Bring Shot Records or immunizations will not be administered.

Services: Prescriptions are required for all immunizations to include the following: B12 and Testosterone. Complete immunizations history is required for all patients requesting immunizations. For safety reasons, children under 17 must have one adult per child accompany them at all times. The following immunizations are not available: Zoster (Shingles), Gardasil, Varicella (Chickenpox), and travel vaccines.

### **Aviation Medicine Clinic**

757-314-8099 / Bldg. 2792 Harrison Loop, Fort Eustis, VA 23604

Monday-Friday - 0730-1630 Active Duty, Reserved Duty and Applicants

Services: Provides PHA Part I and Part II physicals for all classes of Army Flight, Diving and HALO (High Altitude Low Overhead).

### **Behavioral Health Clinic**

757-314-7557 / 7558 / Bldg. 515 Sternberg Avenue, Fort Eustis, VA 23604 (behind the Health Center)

Monday-Friday – 0730-1630 Active Duty and Reservist on AD status only. Walk-ins accepted.

Services: Post Traumatic Stress Disorder classes, Suicide Prevention, Anger Management, Mental Status Evaluations (MSE) and Command Directed Evaluations (CDE).

### **Medical Readiness Clinic**

757-314-8026 / Bldg. 2792B Harrison Loop, Fort Eustis, VA 23604

Monday-Friday – 0730-1630 (Enter from the rear of building)

Services: Provides primary care and Preventive Health Assessments (PHA) for non-student Active Duty and Foreign Military Service members (and their adult dependents) not enrolled at the MTF; provides Deployment Health Assessments and related immunizations for Active Duty, Civilian, and Contract employees deploying worldwide; provides overseas clearance, immunization, physical exam, and PHA support for the Army Initial Training (AIT) Soldiers; Provides Travel Medicine consultation and immunization to MCAHC enrolled adult beneficiaries.

### **Dermatology Clinic**

757-314-7673 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday – 0730-1630 Active Duty, ADFM, Retired Service Members and their family that are enrolled in Tricare Prime or Tricare Plus which can vary depending on the access to care standards. Referrals are required from the primary care manager to schedule an appointment in the Dermatology Clinic.

Services: Provide evaluation, diagnosis and treatment of dermatological conditions. The clinic provides both medical and surgical services, ultra-violet light therapy and cutaneous laser therapy.

### **Ear Nose Throat Clinic**

757-314-7620 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 Active Duty, ADFM, DOD (under certain circumstances) and Retired Service Members and their families that are enrolled in Tricare Prime.

Services: Provides medical and surgical treatment for diseases of the ear, nose, and neck; diagnoses and manages disease of the sinus, larynx, (voice box), and upper pharynx (mouth and throat), as well as structures of the neck and face.

All services in the EENT Clinic are closed the afternoon of the third Thursday of each month.

### **Eye Clinic (Ophthalmology)**

757-314-7620 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 Active Duty, ADFM, DOD (under certain circumstances) and Retired Service Members and their families that are enrolled in Tricare Prime.

Services: Provides advance specialty eye care. The ophthalmologist provides medical and surgical treatment for diseases and conditions of the eye with specific areas of treatment that includes glaucoma, cornea, retina, cataract extraction, diabetic retinopathy and general ophthalmology. Exams are usually one hour long and most of these exams will include pupil dilation.

### **Eye Clinic (Optometry)**

757-314-7620 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 Active Duty, ADFM, DOD (under certain circumstances) and Retired Service Members and their families that are enrolled in Tricare Prime.

Services: Provides comprehensive vision examinations for patients age 5 years and older with priority given to AD service members. The optometrists prescribe glasses and conduct eye health evaluations. The clinic order glasses and required optical devices for all AD service members. Patients may make a routine vision examination without a referral.

- Walk-in basis 0730-1100: All AD Military Physical eye portion examination
  - (Initial Class 1 Flight Physical vision section by appointment due to the amount of testing and dilation)
  - 0730-1100 & 1300-1600 -- AD and Retired military with current glasses prescription ordering glasses (less than a year).

### **Family Health Clinic**

757-314-7629 / Bldg. 576 Jefferson Avenue, Third Floor, Fort Eustis, VA 23604

Monday-Friday 0800-1700

Saturday Clinic 0800-1600 (located in Tiger Pediatric Clinic)

Services: Active Duty, ADFM, Retired military and their family members who are enrolled in Tricare Prime. The Family Health Clinic (FHC) is a Patient Centered Medical Home providing care for both acute and chronic condition for patients age 2-102. The FHC clinic also provides Military Physicals and PHAs for AD personnel enrolled to the clinic. The clinic has same day appointments, routine appointments and some minor procedures available. Walk-in immunizations are available for all FHC patients. There is an Internal Behavior Health Consultant who can work with patients to improve lifestyle choices, motivate behavior change and develop new skills for many issues. As a Patient Centered Medical Home, the Family Health Clinic promotes health with prevention, lifestyle modification and education.

- Medication Renewals (Expired Prescriptions), call 757-314-7500 ext. 44000
- Military Physicals -- walk-in to schedule appointment or call 757-314-7629
  - Part I, 0800-1700 Monday-Friday
  - Part II, Physicals by appointment only
- Walk-in immunization hours 0900-1100 and 1300-1600

### **Fort Story Health Clinic**

757-422-7822 / Bldg. 649, New Guinea Road, Fort Story, VA 23451

Sick Call Mon-Wed and Fri 0630-0830, Thurs 0800-1000. No afternoon Sick Call hours.

0800-1500 Open appointments AD and ADFM enrolled to Fort Story Health Clinic.

Services: Provides acute and routine appointments, limited prescription and women's health services. Lab hours are Mon-Fri 0800-1030. No labs will be accepted after 1100 to allow for sufficient time for lab processing and pick-up. To expedite processing, please use the Hampton Roads Appointment Line at 1-866-MIL-HLTH (1-866-645-4584) to schedule appointments.

### **Gastroenterology Clinic**

757-314-7590 / Bldg. 576 Jefferson Avenue, Second Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 AD, ADFM, Retired military and their family members enrolled in Tricare Prime.

Services: Provides diagnostic and therapeutic endoscopies and diagnostic and therapeutic services related to diseases of the gastrointestinal tract (esophagus, stomach, intestines, gall bladder, liver and pancreas). The clinic performs upper and lower endoscopies, biopsies and polyp removal.

### **General Surgery Clinic**

757-314-7590 / Bldg. 576 Jefferson Avenue, Second Floor, Fort Eustis, VA 23604

Monday-Friday 0800-1530 AD, ADFM, Retired military and their family members enrolled in Tricare Prime.

Services: Provides specific medical care in the areas of treatment such as vasectomies, hemorrhoids, gall bladder diseases, tumors, abscesses, breast masses, circumcisions, anal fistula, inguinal hernia and varicose veins. Same day service is offered for urgent patients based on a referral.

### **Health Management Clinic**

757-314-7612 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604 Monday-Friday 0730-1630 AD, ADFM, Retirees and their family members enrolled in Tricare Prime and Tricare Plus at MCAHC.

Services: A facility based educational clinic that is designed to assist patients with certain medical conditions to learn how they can work with their health care providers to improve and maintain their health. Patients are taught how to self- manage common day-to-day problems with their conditions and how to decrease or prevent the effects of chronic health conditions. PCM or self-referral programs for nutrition, obesity, diabetes, asthma, tobacco use cessation, anticoagulation medication management. The interdisciplinary team consists of a Certified Diabetic Educator, Clinical Pharmacist, Registered Dietitian and Dietetic Technician, Respiratory Therapist, Nurses and Primary Care Managers.

Nutrition care services: Health Management Clinic (HMC) provides nutrition assessment, education and counseling to all authorized beneficiaries. A registered, licensed dietitian and dietetic technician are located in the HMC of McDonald Army Health Center. Patients are seen by appointment for one-on-one nutrition visits and group class. Medical nutrition therapy is available for a diverse range of nutrition related health management concerns across the age spectrum from infancy to adult seniors. Group education classes include nutritional management for overweight / obesity, elevated blood cholesterol and diabetes. Diabetes classes are included in the curriculum of the HMC diabetes clinic.

Patients are seen by appointment for individual nutrition visits and group classes, Monday through Friday, from 0730-1630. The HMC is closed on federal holidays. ALL patients are requested to bring a list of their current medications, prescribed and over-the-counter, as well as dietary and herbal supplements. Patients are also advised to keep a 3-5 day food log of their diet intake prior to their initial nutrition appointment.

### **Integrated Disability Evaluation Service (IDES)/Patient Affairs Branch**

757-314-7521 / 314-7500, ext. 2981 / Bldg. 576 (IDES Clinicians) Jefferson Avenue, First Floor, or Bldg. 579 (IDES Administrators), Fort Eustis, VA 23604  
Monday-Friday 0730-1630

Services: IDES serves Soldiers going through the disability process with partnership with the regional Veterans Benefits Administration (VBA)/Veterans Health Administration (VHA). These Soldiers had a Fitness for Duty Evaluation to determine retention due to injury/illness and have met Medical Retention Determination Point (MRDP). McDonald Army Health Center services Soldiers in the Hampton Roads area to include Fort Story. MCAHC has taken on many missions in support of disability processing; to include the OCONUS TDY and Return, where Soldiers in Europe are afforded the opportunity to go through the IDES process, which is not available overseas. Processing through the IDES nets the Soldier his/her Army disability as well as his/her Veterans Administration ratings prior to separation from the military.

The IDES Patient Affairs Branch also provide services for Fit for Duty Evaluation (FFD), Medical Evaluation Board (MEB), eProfile (information/guidance), Line of Duty Initiation (LOD), Medical Extensions, MEB support for the Community Based Warrior Transition Unit

(CBWTU), Camp Pendleton, Virginia Beach, VA (which disbands in September 2014), and Electronic MEB and Integrated Disability Evaluation Service (IDES).

Fit for Duty Evaluation (FFD): Fit for Duty evaluations can be requested by a Soldier's Commander, Provider or Nurse Case Manager to determine medical readiness. Profile determination can be made at that time, to determine whether a medical condition warrants a permanent profile or continuation of a temporary profile. Return to duty or referral to the IDES are also outcomes of a FFD Evaluation.

Line of Duty (LOD) Initiations: Soldiers, all components, if injured while here at Fort Eustis or the geographical location, should seek initiation of a "Statement of Medical Examination and Duty Status" (DA Form 2173). Unit Commanders and Leadership should be engaged, to ensure appropriate documentation and timelines are met. (IAW AR 600-8-4)

- LOD's should be completed by health center within 5 calendar days after incident
- LOD's – Soldier's commanders should request DA Form 2173, if not received
- Soldier's commander must complete Section 2, DA Form 2173 within 30 days
- Appointing authority approval within 35 days
- Final approving authority within 40 days

Medical Extensions: (Request for Medical Retention When Period of Service Expires)

Soldiers that are under direct medical care or that require immediate surgery and meet criteria, can be extended past ETS (per doctors request) may be extended to complete care if medically necessary. Soldiers that ETS lose care to the military medical services in which retirees do not.

ePROFILE: Anyone needing appropriate access to eProfile roles, must complete registration through [www.mods.army.mil](http://www.mods.army.mil). Please ensure that requested roles are accurate for user needs and supported by the users command/supervisors. For more information, call 757-314-7871.

### **Internal Medicine Clinic**

757-314-7617 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 AD, ADFM, Retirees and their family members enrolled in Tricare Prime and Tricare Plus

Services: Provides medical care to adult non-surgical patients with complex or multiple medical problems. The clinic schedules and performs Stress Tests, EKGs and 24 hour cardiac monitoring. Coumadin therapy is also provided and patients are monitored on an as needed basis.

- Medication Renewal: (Prescriptions that have expired) - call 757-314-7500 ext. 44020

### **Orthopedic / Podiatry Clinic**

757-314-7602 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 AD, ADFM, Retirees and their family members enrolled in Tricare Prime, Tricare Plus and other authorized beneficiaries.

Services: Provides operative and non-operative care for orthopedic/podiatry related injuries and illnesses. All new patients must have a consult in order to obtain an appointment.

### **Pediatrics (Lion and Tiger) Clinic**

Pediatrics (Lion and Tiger) Clinic Location: Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

**Lion Clinic hours:** 757-314-2098/2110, Monday-Friday 0800-1600

**Tiger Clinic hours:** 757-314-2056/2058, Monday-Friday 0800-1600 (Extended hours: Monday-Friday 1600-1700 located in the Tiger Clinic for both Lion and Tiger patients)

Saturday Clinic 0800-1600 in the Tiger Clinic

Services: Provides medical care to Active Duty and retired family members ages newborn to 17 years.

- Pediatric Sick Call (non-emergent concerns only for children 6 months and older) Monday through Friday from 0745-0945. Located in Tiger and Lion Clinics. Please call the Hampton Roads Appointment Center before reporting to the clinic for sick call.
- Pediatric Immunization Walk-in Clinic (located in Tiger Clinic) is on Mon, Tue, Wed, and Fri from 0800-1000 and 1330-1545. No walk-ins on Thursday.
- EFMP (Exceptional Family Member Program) is located in the Lion Clinic, Mon. thru Fri. Call 757-314-7923, for appointments.

Child and Adolescent Behavioral Health Services at McDonald Army Health Center are composed of one child psychiatrist, and one child-trained therapist and an internal behavioral health consultant. Both providers are experienced in diagnosing and treating complex psychiatric disorders with or without medical co morbidities. The internal behavioral health consultant can work with families with children age birth through adolescence to offer brief, solution focused skills and techniques to develop new skills and change habits.

### **Physical Therapy Clinic**

757-314-7616 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0630-1730 AD, ADFM, Retirees and their family members enrolled in Tricare Prime and other authorized beneficiaries.

Services: Provides musculoskeletal screenings, assessment for post-operative rehabilitation of orthopedic and general surgery cases, and treatment services through therapeutic exercise, manual therapy, electrotherapy, and aquatic therapy. Other services provided upon request are health promotion and injury prevention classes.

### **Pulmonary (Sleep Disorder) Clinic**

757-314-7604 or 7603 / Bldg. 576 Jefferson Avenue, Second Floor, Fort Eustis, VA 23604

Monday-Friday 0730-2100 AD, ADFM and Retired military and their family members enrolled in Tricare Prime. Sleep Clinic will see Active Duty as priority, ADFM and Retired Military and their family members enrolled in Tricare Prime as space allows.

Services: Provides initial and follow-up sleep studies for up to four patients per night.

### **Preventive Medicine**

757-314-8031 / Bldg. 2792 Harrison Loop, Fort Eustis, VA 23604

Monday-Friday 0730-1630

Services: Provides services in the areas of Occupational Health, Hearing Conservation, Industrial Hygiene and Environmental Health and maintains the medical readiness of our fighting force through prevention, surveillance, and health education.

### **Troop Medical Clinic 1**

757-314-8096 / Bldg. 664 Darcy Place, Fort Eustis, VA 23604

Monday-Friday 0600-1430, AIT Soldiers and foreign military personnel.

Services: Provides acute and routine appointments with limited prescription services.

### **Troop Medical Clinic 2**

757-314-7654 / Bldg. 815 Gaffy Place, Fort Eustis, VA 23604

Monday-Friday 0630-1530 Active Duty Soldiers only

Sick Call Hours 0630-0700

Services: Provides acute and routine appointments, limited prescription and women's health services.

### **Women's Health Clinic**

757-314-7606 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 AD, ADFM, Retirees and their family members enrolled in Tricare Prime and other authorized beneficiaries.

Services: The Women's Health Clinic specializes in services for women of all ages and through all phases of life. Key services include annual well woman visits, referrals for additional services needed, birth control counseling with options for prescriptions, devices, injections or surgery, sexually transmitted disease testing and treatment, infertility evaluations, management of menstrual irregularities, menopausal transitions and hormonal issues, breast issues, gynecologic infection treatment, and other specific gynecological concerns. Outpatient surgery for the diagnosis and treatment of various conditions is also offered at this facility.

### **Ancillary Services**

#### **Pathology (LAB)**

757-314-7580 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0700-1630 AD, ADFM, Retired military and their family members

Services: Perform basic laboratory services.

#### **Radiology (X-Ray)**

757-314-7745 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0700-1800 and Saturday 0800-1700 AD, ADFM and Retirees and beneficiaries

Services: Provides routine diagnostic x-rays, CT services and Mammography/Ultrasound services. Mammography/Ultrasound, Fluoroscopy exams, and CT services are by appointments only.

## **Pharmacy**

Main Pharmacy 757-314-7900, Option 3 to speak with pharmacy personnel / Bldg. 576 Jefferson Avenue, First Floor Fort Eustis, VA 23604

Monday-Friday 0800-1800 / Saturday 0800-1700

On Training Holidays, hours of operation are 0800-1700

Refill Pharmacy 757- 314-7900, Option 4 to speak with pharmacy personnel; to refill prescriptions, call 757-314-7965 or 1-866-878-9321 / (located at the Main Exchange bldg.)

Monday-Friday 0900-1800 / Saturday 1000-1400

On Training Holidays, hours of operation are 0900-1700

All Pharmacy locations close at 1200 on the third Thursday of each month.

## **Additional Services**

### **Ombudsmen**

757-314-7539 or 757-314-7542, Bldg. 576 Jefferson Avenue, First Floor, Rooms L37 or L39, Fort Eustis, VA 23604 Monday-Friday 0730-1700 provides services for Active Duty, Active Duty Family Members, Retirees, Beneficiaries, Veterans and their Family Members.

The MTF Ombudsman investigates complaints, assists with obtaining accurate information, attempts to resolve issues at the local level and acts as the advocate for Soldiers and their Families who are faced with complex, often overwhelming issues related to their health care, physical disability processing, Reserve Component medical retention issues, transition to the Veterans Administration, pay issues, etc.

The types and ranges of issues which could require Ombudsman assistance are extremely broad and the Ombudsman must be sensitive to virtually any concern expressed by Soldiers and Family members.

The Ombudsman representative will attempt to link the Soldier or Family Member with the appropriate subject matter expert or agency. It is also the Ombudsman's responsibility to follow up with the Soldier or family member to ensure the concern or issue has been resolved.

If you have an emergency and/or need to reach us after normal duty hours, please call: 757-272-3365 or 757-284-6714.

### **Managed Care Division**

Bldg. 705 Washington Boulevard, Room 203, 2nd Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630

Managed Care provides services for Active Duty, Active Duty Family Members, Retirees, Beneficiaries, Veterans and their Family Members.

**Managed Care Services are follows:**

- Debt Collection Assistance Officers (DCAO) provided assistance with debt collection matters for late or unpaid TRICARE claims. 757-314-7766/7748
- Beneficiary Counseling and Assistance Coordinators (BCAC) educate beneficiaries on TRICARE benefits. 757-314-7748/7766
- Referral and Authorizations. Questions on referrals and authorizations, please call: 757- 314-8064/8065/8067
- Enrollment. Questions on enrollment, please call: 757-314-7777/7748

**Patient Advocate**

757-314-7855 / Bldg. 576 Jefferson Avenue, Room K10, 1st Floor, Fort Eustis, VA 23604  
Monday-Friday 0730-1630

Services: Serve as a liaison between patients, their families, and the command and staff members of McDonald Army Health Center by providing an effective two-way channel of communication. The Patient Advocate assists in seeking solutions to various problems, while also sharing timely, relevant information. In many cases, however, some issues can be best resolved in the clinical area where services or treatment are provided. Consequently, it is suggested, but not required, that an individual with a concern first speak to the Noncommissioned Officer in Charge (NCOIC), Officer in Charge (OIC) and/or Registered Nurse (OIC) to expedite a solution. If a patient does not get the desired resolution or his/her needs are not met, the Patient Advocate is available to provide further assistance.

**Military Health Care in Tidewater**

**Tidewater Military Health System enhanced Multi-Service Market**

The Tidewater Military Health System (MHS) enhanced Multi-Service Market (eMSM) located in Hampton Roads, Virginia is comprised of Naval Medical Center Portsmouth (NMCP), United States Air Force (USAF) Hospital Langley, and McDonald Army Health Center (MCAHC), Fort Eustis. The Tidewater MHS provides inpatient and outpatient primary, specialty, surgical subspecialty, intensive care, emergency, dental, and health support services to TRICARE eligible beneficiaries. The five year vision of the Tidewater MHS is to care for a larger market share of our eligible population through a fully integrated, value-driven healthcare system that is practicing state-of-the-art medicine while maintaining deployment readiness of our military and sustaining the currency of our medical staff.

The Tidewater market's key opportunities center on primary care, specialty care, inpatient, surgical, and pharmacy services. The focus of this five year performance plan will be the integration and standardization of healthcare services, promoting the delivery of efficient, high value healthcare to the market.

Currently, Prime enrollment numbers for the market are growing. Data indicates that those enrolled in the Tidewater market use emergency and urgent care services at rates which are higher than expected for an optimized medical home. Non-standardized business practices result in network specialty referrals, and inpatient and surgical care in the network despite capacity in the direct care system. Also, network cost for pharmaceuticals is growing.

The initiatives in this performance plan will result in market efficiencies and decreased purchase care costs. The market will meet or exceed enrollment targets while implementing services and processes to assist in patient management that will lead to a reduction in unnecessary healthcare utilization. Fully integrated business practices and resource sharing will drive the recapture of purchased inpatient and surgical care.

**Community Health Nurse**

2792 Harrison Loop, Fort Eustis, VA 23604

757-314-8037

Hours of Operation: Monday-Friday 0730-1630

Services: The Army Community Health Nursing Program provides a Family-centered nursing program with emphasis on health promotion, disease prevention, and community health education. Services are provided to all individuals entitled to military health care benefits.

**Services include:**

Health Education and Guidance Programs  
Communicable Disease Control  
Family and Child Health  
School and Child Center Health Programs  
Child Advocacy Program  
HIV/AIDS Briefings and Tests  
Pregnancy Counseling

**Occupational Health**

2792 Harrison Loop, Fort Eustis, VA 23604

757-314-8038

Hours of Operation: Monday-Friday 0730-1630

Services include:

Workplace Health Hazard Program

Ergonomic Worksite Visits and Surveys – To request evaluation contact 757-314-8038

Hearing Conservation Program Blood borne Pathogen Presentation contact Preventive Medicine for a PowerPoint Presentation for training

Provider PEP Resources:

National HIV/AIDS Clinician’s Consultation Center

Physical Evaluation: By appointment – contact 757-314-7500 ext. 44510/44511

Civilian Pre-employment, Annual, and Termination Physical Examination

Civilian Pre/Post Deployment Clearance

Respiratory Protection Medical Clearance and Spirometry Testing

Illness/Absence monitoring (return to work with limitations/restrictions)

Workman’s Compensation Physical Examination

Screening: Walk-in Services @ BLDG 2792B

Audiogram Testing and Hearing Conservation Management

Vision Screening and Vision Conservation Program

Blood Pressure Screening

## **Environmental Health**

2792 Harrison Loop, Fort Eustis, VA 23604

757-314-7500 x 4-4505

Hours of Operation: Monday-Friday 0730 -1630

Services: The Fort Eustis MEDDAC Environmental Health (EH) Section serves a population of approximately 85,000 Soldiers and their beneficiaries. It provides environmental health guidance and consultation to Fort Eustis. The EH Section establishes policy and procedures for the management for the following programs:

Food Service and General Sanitation Programs

Regulated Medical Waste (RMW) Program

Radiation Protection Program

Swimming Pool Operations

Drinking water

Entomology/Pest Management

Heat/Cold Injury Prevention

Medical Threat Briefs provided upon request.

## **Industrial Hygiene**

2792 Harrison Loop, Fort Eustis, VA 23604

757-878-5660

Hours of Operation: Monday-Friday 0730-1630

Services: The Army Industrial Hygiene Team is tasked to anticipate, recognize, evaluate and control occupational health hazards where military and civilian personnel work and serve. In order to accomplish these tasks, an Industrial Hygienist (IH) will conduct evaluations, or surveys, at the workplace operations to determine the employees' (both military and civilian) potential exposures to chemical, physical, biological and ergonomics hazards.

## **Dental**

### **Fort Eustis Dental Headquarters**

Bldg. 577 Sternberg Avenue, Fort Eustis, VA 23604

757-314-7980

Hours of Operation: Monday – Friday 0730-1600, Closed Federal Holidays

<http://mcdonald.narmc.amedd.army.mil/Pages/FortEustisDentalHeadquarters.aspx>

Services: The Fort Eustis Dental HQ provides administrative assistance for five Dental Clinics at Fort Eustis, Fort Story and Fort Lee, which includes Human Resources, Computer Management, Training and Operations for Dental Activity.

### **McDonald Army Health Clinic Dental Clinic**

Bldg. 576 Jefferson Avenue, Fort Eustis, VA 23604

757-314-7925

Hours of Operation: Monday-Friday 0700-1130 and 1200-1600; Closed Federal Holidays

Limited availability on Training Holidays

Sick Call Walk-in Hours Mon-Fri 0800-0900

By Appointment: Dental Exams

<http://mcdonald.narmc.amedd.army.mil/Pages/MCAHCDentalClinic.aspx>

Services: The McDonald Army Health Center Dental Clinic is a full service clinic for comprehensive dental care for all active duty service members assigned to McDonald Army Health Center Dental Clinic (includes ARNG, USAR personnel on current active duty orders). Dental exams and screenings are provided. Oral Surgery services by referral only. All appointments will be made directly with the McDonald Army Health Center Dental Clinic Front Desk at the number above.

### **Tignor Dental Clinic**

Bldg. 678 Dickman Road, Fort Eustis, VA 23604

757-314-8010

Hours of Operation: Monday-Friday 0730-1600 Mon-Fri; Federal Holidays Closed

Sick Call Walk-in Hours Mon-Fri 0730-0930

<http://mcdonald.narmc.amedd.army.mil/Pages/TignorDentalClinic.aspx>

Services: Tignor Dental Clinic provides comprehensive dental care including specialty care (Endodontics, Periodontics, and Prosthodontics) to all active duty service members assigned to Fort Eustis. All appointments will be made directly with Tignor Dental Clinic reception desk at 757-314-8010/8015.

### **Fort Story Dental Clinic**

Bldg. 649 New Guinea Road, Fort Story, VA 23459

757-422-7077

Hours of Operation: Monday-Friday 0630-1500; Federal Holidays Closed

Sick and dental exams are walk-in appointments from 0700-0830 Mon,

Wed and Fri; Thu 1000-1030 for sign-in

<http://mcdonald.narmc.amedd.army.mil/Pages/FortStoryDentalClinic.aspx>

Services: Fort Story Dental Clinic is a full service clinic for comprehensive dental care for all active duty service members assigned to Fort Story Health Clinic. Dental exams and screenings are provided. All appointments will be made directly with the Fort Story Dental Clinic front desk at 757-422-7077.

### **MetLife TRICARE Dental Program**

CONUS: 1-855-638-8371

OCONUS: 1-855-638-8372

TDD/TTY: 1-855-638-8373

<https://mybenefits.metlife.com/tricare>

<http://www.tricare.mil/tdp>

Services: The active duty Family member dental insurance plan MetLife, allows Family members to receive dental care from civilian dentists on a cost-sharing basis. Soldiers may enroll their Family members by completing an allotment form and forwarding it to the finance office at their Unit PAC. Family members must be enrolled in the DEERS Program to be eligible. Monthly premiums are automatically deducted from the sponsor's paycheck.

The TRICARE Dental Program covers:

- Exams, cleanings, fluorides, sealants, and X-rays
- Fillings, including white fillings on back teeth

- Root canals
- Gum surgery
- Oral surgery and tooth extractions
- Crowns and dentures
- Orthodontics and braces
- Scaling and root planing (deep cleaning) for diabetics
- Additional cleaning for pregnant women

The Fort Eustis DENTAC highly recommends the MetLife Plan as the limited staff and facilities on post can only accommodate family members for emergency treatments.

For information and a list of participating dentist, go online at <https://mybenefits.metlife.com/tricare>.

**Delta Dental Retiree Dental Program (voluntary program)**

[Automated Interactive Voice Response \(IVR\)](#)

888-838-8737, 24/7

[Customer Service](#)

8:00 a.m. - 8:00 p.m. Eastern Standard Time

888-838-8737

866-847-1264 TTY/TDD

Monday - Friday, excluding holidays

[International Toll-Free Customer Service](#)

(AT&T USADirect Access Number\*) + 866-721-8737

<http://www.trdp.org/>

Services: For retired service members, family members of retired service members, retired guard/reserve member, family member of retired guard/reserve member, Medal of Honor recipient, family member of Medal of Honor recipient, and survivor. This plan is available in the United States and overseas. The TRICARE Retiree Dental Program (TRDP) reduces your total annual out-of-pocket expenses for routine dental care and saves you money when it comes time for more extensive—and expensive—dental treatment.

***By Mail***

[General Inquiries:](#)

Delta Dental of California  
 Federal Government Programs  
 PO Box 537008  
 Sacramento, CA 95853-7008  
 United States of America

[Billing Inquiries:](#)

Delta Dental of California  
 Federal Government Programs  
 PO Box 537011  
 Sacramento, CA 95853-7011  
 United States of America

### 1st level appeals

Delta Dental of California  
Federal Government Programs  
PO Box 537015  
Sacramento, CA 95853-7015  
United States of America

PO Box 537007  
Sacramento, CA 95853-7007  
United States of America

### *Claims Submission*

Delta Dental of California  
Federal Government Programs

### Overseas:

Delta Dental of California  
Federal Government Programs  
PO Box 537006  
Sacramento, CA 95853-7006  
United States of America

## **Optometry**

### **Eye Clinic (Optometry)**

757-314-7620 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 Active Duty, ADFM, DOD (under certain circumstances) and Retired Service Members and their families that are enrolled in Tricare Prime.

Services: Provides comprehensive vision examinations for patients age 5 years and older with priority given to AD service members. The optometrists prescribe glasses and conduct eye health evaluations. The clinic order glasses and required optical devices for all AD service members. Patients may make a routine vision examination without a referral.

- Walk-in basis 0730-1100: All AD Military Physical eye portion examination
  - (Initial Class 1 Flight Physical vision section by appointment due to the amount of testing and dilation)
  - 0730-1100 & 1300-1600 -- AD and Retired military with current glasses prescription ordering glasses (less than a year).

## **PTSD/TBI**

### **Strong Heart Warrior**

Installation Family Life Center  
1006 Monroe Road, Fort Eustis, VA 23604  
757-878-3021; 757-878-2202/1303

Services: The Strong Heart Warrior Post-Traumatic Stress Support Group is sponsored by the Regimental Memorial Chapel to support the resiliency and healing for any service member or veteran. The support group meeting will occur every Thursday, 1100-1330, at the Family Life Center. The projected start date is 15 May 14.

### **Defense Centers of Excellence (DCoE) Outreach Center**

[www.dcoe.health.mil](http://www.dcoe.health.mil)

866-966-1020

**Services:** Provides TBI information, tips for treating mild TPI and PTSD, integrative health and wellness, and provider resources. Provides access to health resource consultants with expertise in psychological health and traumatic brain injury (includes online chat at [www.dcoe.health.mil/Families/Help](http://www.dcoe.health.mil/Families/Help) and email at [resources@dcoeoutreach.org](mailto:resources@dcoeoutreach.org)).

### **PTSD Treatment Help**

877-259-5637

[www.PTSDtreatmentHelp.com](http://www.PTSDtreatmentHelp.com)

**Services:** Helps with domestic violence and PTSD; offers free, brief, and confidential assessment (includes online chat at PTSDtreatmentHelp.com).

### **Caregiver's Journey**

[www.traumaticbraininjuryatoz.org](http://www.traumaticbraininjuryatoz.org)

**Services:** Traumatic Brain Injury Guide for Caregivers of Service members and veterans.

### **Support and Family Education (SAFE)**

[www.ouhsc.edu/safeprogram](http://www.ouhsc.edu/safeprogram)

**Services:** Presents 18-session family education modules for people who care about someone living with mental illness or PTSD.

### **TBI: Family Caregiver Curriculum**

[www.traumaticbraininjuryatoz.org](http://www.traumaticbraininjuryatoz.org)

**Services:** Trains individual to provide care and assistance to members or former members of the Armed Forces with TBI.

## **TRICARE**

Effective April 1, 2014 walk-in customer service at TRICARE Service Centers (TSCs) located within the 50 United States will no longer be provided. Due to the unique needs of overseas beneficiaries, TSC outside of the United States will continue to offer walk-in service. To view TSC change information and sign up for e-mail updates, visit [www.tricare.mil/tsc](http://www.tricare.mil/tsc). TRICARE Regional Contractors will continue beneficiary and military hospital and clinic customer service support before, during, and after implementation of the TSC initiative. The Regional Contractor for the North Region is:

Health Net Federal Services, LLC

1-877-TRICARE (1-877-874-2273)

[www.hnfs.com](http://www.hnfs.com)

Beneficiaries now have the capability of managing their benefits at home or on the go via secure Web sites. On [www.tricare.mil](http://www.tricare.mil), the "I want to..." section allows beneficiaries to:

Enroll in and purchase a plan  
File or check a claim  
View referrals and prior authorizations  
Find a doctor  
Change primary care managers  
See what's covered  
Compare plans  
Manage prescriptions

Beneficiaries can also inquire about health care benefits, get answers to questions, and get enrollment assistance by contacting their regional contractor.

### **Stateside Regional Contractors**

#### **North Region**

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)  
[www.hnfs.com](http://www.hnfs.com)

#### **South Region**

Humana Military, a division of  
Humana Government Business  
1-800-444-5445  
[www.Humana-Military.com](http://www.Humana-Military.com)

#### **West Region**

UnitedHealthcare Military & Veterans  
1-877-988-WEST (7-877-988-9378)  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

### **Overseas Regional Contractors**

TRICARE Overseas Program (TOP)  
International SOS Assistance, Inc.  
[www.tricare-overseas.com](http://www.tricare-overseas.com)

### **TOP Regional Call Centers**

#### **Eurasia-Africa**

+44-20-8762-8384 (overseas)  
1-877-678-1207 (stateside)

#### **Latin America and Canada**

+1-215-942-8393 (overseas)  
1-877-451-8659 (stateside)

**Pacific (Singapore)**

+65-6339-2676 (overseas)  
1-877-678-1208 (stateside)

**Pacific (Sydney)**

+61-2-9283-2710 (overseas)  
1-877-678-1209 (stateside)

**Women's Health****Women's Health Clinic**

757-314-7606 / Bldg. 576 Jefferson Avenue, First Floor, Fort Eustis, VA 23604

Monday-Friday 0730-1630 AD, ADFM, Retirees and their family members enrolled in Tricare Prime and other authorized beneficiaries.

Services: The Women's Health Clinic specializes in services for women of all ages and through all phases of life. Key services include annual well woman visits, referrals for additional services needed, birth control counseling with options for prescriptions, devices, injections or surgery, sexually transmitted disease testing and treatment, infertility evaluations, management of menstrual irregularities, menopausal transitions and hormonal issues, breast issues, gynecologic infection treatment, and other specific gynecological concerns. Outpatient surgery for the diagnosis and treatment of various conditions is also offered at this facility.

**Military Transition****Employment Assistance****Soldier for Life – Transitional Assistance Program (SFL-TAP)**

705 Washington Street, Building 71, Fort Eustis, VA 23604  
757-878-2881

Hours of operation: Monday-Friday 0800 -1630

Website: [https://www.acap.army.mil/acap\\_centers/](https://www.acap.army.mil/acap_centers/)

E-mail: [acap.eustis@serco-na.com](mailto:acap.eustis@serco-na.com)

**Transition Services:** Soldier for Life – Transitional Assistance Program (SFL-TAP) delivers a world-class transition program for America's Army that ensures that all eligible transitioners have the knowledge, skills and self-confidence necessary to be competitive and successful in the global workforce. SFL-TAP helps transitioners to make informed career decisions through benefits counseling and employment assistance. SFL-TAP is responsible for delivering both transition assistance and employment assistance services.

**Pre-Separation**

SFL-TAP provides a wide range of services designed to make transition an easy and successful experience. The key to transition success is knowledge of those services and a firm understanding of how to use them. All transitioning Soldiers are required to visit the SFL-TAP Center prior to departing the Army. Military personnel will receive services by attending a mandatory pre-separation briefing no less than 90 days prior to separation. During the briefing,

Soldiers learn about their benefits and rights, as well as the services that are available. During the briefing Soldiers are introduced to the DD form 2648 “Pre-Separation Counseling Checklist” and assisted in its completion. This form helps Soldiers to identify their needs and develop a personal plan for securing the help to meet those needs.

### **ACS Employment Readiness Program (ERP)**

Bldg. 650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3638

Hours of Operation: Monday-Friday 0730-1630

<http://eustismwr.com/index.php/2011-11-16-17-10-33/employment-readiness>

Hours of operation: Monday – Friday 0730 – 1630

Services: Provides career development, job search resources, and job referral services for Soldiers and family members. ERP offers weekly job search orientation, resume writing and federal employment workshops, and a weekly e-mailing of local job listing within the area.

### **In/Out Processing**

#### **Fort Eustis**

Military Personnel

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-1395 (Officers, Room 124); (Enlisted, Room 131)

After-Duty Hours

733d Mission Support Group

Bldg. 601 Lee Boulevard, Fort Eustis, VA 23604

757-878-0953

#### **Langley AFB**

Personnel Employment Office

45 Nealy Avenue, Suite 218, Langley AFB, VA

757-764-2704/4230

Non-Duty Hours

24 Hour Base Lodging Office

44 Taylor Road, Langley AFB, VA

757-764-4667

#### **Dormitory Living (Langley AFB)**

If you are single and will be assigned to a dormitory, contact your sponsor, orderly room or First Sergeant for your room assignment. Do not sign into lodging or you could be paying the lodging fees out of pocket.

## **Medical Board/Physical Evaluation/IDES**

### **Medical Evaluation Board Counsel (MEBC)**

(Co-located with the Physical Evaluation Liaison Office)

579 Jefferson Avenue, Fort Eustis, VA 23604

757-314-7740/7729

Services: The Soldiers' Medical Evaluation Board (MEB) Counsel Office at Fort Eustis assists Soldiers undergoing the MEB process at Fort Eustis and also reviews the findings of the Informal Physical Evaluation Board (IPEB) with Soldiers. Furthermore, through the addition of the Soldier's Medical Evaluation Board Counsel, Soldiers now have access to an attorney to assist them in understanding the medical board process. The Fort Eustis MEBC office also serves Soldiers stationed at Fort Lee, Joint Expeditionary Base Little Creek-Fort Story, all other detached Army units in the Hampton Roads area and the Army Reservists and National Guardsmen assigned to Virginia's Community-Based Warrior Transition Unit.

### **Integrated Disability Evaluation Services (IDES)**

579 Jefferson Avenue, Fort Eustis, VA 23604

Hours of Operation: Monday-Friday 0730-1630; Closed for Training every 3<sup>rd</sup> Thursday of each month from 0730-1300

Services: IDES provides services for Fit for Duty (FFD), Medical Evaluation Board (MEB), eProfile (information/guidance), Line of Duty Initiation (LOD), Medical Extensions

### **ALL VISITORS REPORT TO ROOM 7**

<b><u>Staff</u></b>	<b><u>Room</u></b>	<b><u>Phone Number</u></b>
Supervisor	Bldg. 579	314-7871
Lead PEBLO	Bldg. 579	314-7628
PEBLO	Bldg. 579	314-7630/7560
PEBLO	Bldg. 579	314-7870/7887
PEBLO	Bldg. 579	314-7538 or 314-7500 ext. 44179
Admin Staff	Bldg. 579	314-7500 ext. 42991/ ext. 42249
Clinical Admin Staff	Bldg. 576 (Room M-33)	314-7521/314-7500 ext. 42249
Legal Staff	Bldg. 579	<b>ALL VISITORS REPORT TO ROOM 7</b>
Attorney	Bldg. 579	314-7500 ext. 47729
Paralegal	Bldg. 579	314-7500 ext. 47740

Veteran's Benefit Administration Military Services Coordinator (MSC) also supports the Integrated Disability Evaluation Service and are co-located with the Physical Evaluation Board Liaison Officer (PEBLO) Staff.

## **Moving (PCS)**

### **Relocation Readiness Program**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3638

[www.eustismwr.com](http://www.eustismwr.com)

Hours of Operation: Monday-Friday 0730-1630

Services: helps soldiers and families reduce or eliminate problems related to frequent moves and offers a variety of services with-in its own program. Services provided under the Relocation Readiness Program include Newcomer's Orientation, Lending Closet, Welcome Packets, Sponsorship Training, and Waiting Spouses Program "Hearts Apart".

## **Passports**

### **Passport Office**

650 Monroe Avenue, Room 132, Fort Eustis, VA 23604

757-878-4204

Services: The Passport Office processes passport applications for active duty military, DOD civilians, and civilians on official orders for overseas assignment (TDY or PCS). Once individuals have been notified that they are on levy for overseas travel, they are advised to proceed to the passport office, where the following process begins:

Individuals are interviewed to determine whether their destination requires a passport and/or visa

Family members' citizenship is verified. If they are not US citizens, they are advised to ensure their foreign passports are up-to-date. If not, they must have them renewed through their respective embassy.

In cases of stateless aliens, the US Immigration & Naturalization Office is the agency responsible for this individual's travel documents

If the military sponsor has selected an accompanied, command-sponsored tour, then passport applications are issued for the completion by all Family members

Individuals are then advised of legal documents necessary for obtaining a passport (birth certificate, naturalization certificates, reports of birth abroad, adoption papers and/or previously issued passports, as applicable). Persons without one or more of the necessary legal documents are informed of how they can obtain them.

No-fee passport photos are taken at the ID Card Section, building 650. Persons requiring photos for passports must see the passport agent to obtain a "photo request slip." Passport photos are not taken without a slip.

**Individuals on orders for overseas travel should check with the Passport Agent as soon as possible to determine whether a passport and/or visa is necessary for the destination for which they have been assigned.**

**PASSPORTS for leisure travel** can be filed for at the following locations:

United States Post Office  
12725 McManus Boulevard, Newport News, VA 23602

United States Post Office  
101 25<sup>th</sup> Street, Newport News, VA 23607

For information on fees and qualification, call 757-247-5241.

## **Personnel**

### **ID/CAC Card Processing**

#### **Military Personnel and Services Division (Identification/DEERS) (Located in the Soldier Support Center)**

650 Monroe Avenue, Room 123, Fort Eustis, VA 23604  
757-878-0948

Hours of Operation: Monday-Friday 0800-1600 (Walk-ins & Appointments)

Services: Issue and renew Active, Reserves, National Guard, Family Member, Civilians and other eligible personnel ID cards. Ensure DEERS is updated for medical reasons.

Appointment Web Site: <https://rapids-appointments.dmdc.osd.mil>

#### **Mission Support Group (Identification/DEERS) Langley AFB Location:**

45 Nealy Avenue, Wing A, Suite 114, Langley AFB, VA 23665  
757-764-2270

Hours of Operation: Monday-Friday 0930-1500; Wednesdays 0830-1500 \*\*Note: Monday-Friday 0730-0930 are CACs Only. Except Wednesdays (Hours are dependent upon number of customers currently awaiting service)

Services: Issue and renew Active, Reserves, National Guard, Family Member, Civilians and other eligible personnel ID cards. Ensure DEERS is updated for medical reasons.

Appointment Web Site: <https://rapids-appointments.dmdc.osd.mil>

### **Enlisted Promotions**

650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-2872

Hours of Operation: Monday-Friday 0730-1630

<http://www.hrc.army.mil/>

Services: Process SGT – SSG action/orders and process SFC – SGM Board promotions.

### **Enlisted Records**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-3883

Hours of Operation: Monday-Friday 0730-1630

<https://myerb.ahrs.army.mil/reports/soldierLogin.do>

<https://iperms.hrc.army.mil/rms/login.jsp>

Services: Update Army Military Human Resource Record (AMHRR) and Casualty documents  
Ensure all related documents are WEB uploaded to Personnel Electronic Records Management System (iPERMS)

### **In-Processing**

650 Monroe Avenue, Fort Eustis, VA 23604

Hours of Operation: Monday –Friday 0730-1630

<http://eustismwr.com/index.php/personnel-services>

### ***Fort Eustis***

Military Personnel

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-1395 (Officers, Room 124)

757-878- (Enlisted, Room 131)

After-Duty Hours

733d Mission Support Group

Bldg. 601 Lee Boulevard, Fort Eustis, VA 23604

757-878-0953

### **AFTER DUTY HOURS**

Staff Duty Officer, 733d Mission Support Group, Building 601 Lee Blvd, (right at traffic circle, then first left into parking lot), Fort Eustis, VA 23604

Phone (757) 878-0953

The ACU duty uniform is worn during in-processing at Fort Eustis. Do not forget to bring your personnel records, including all PCS orders, DA Form 31, medical, dental, and financial when checking in.

Your family is welcome to stay at the General Smalls Inn: General Smalls Inn, 1700 Madison Ave, Fort Eustis, VA 23604. Reservations can be made in advance of arrival by calling (757) 878-5807. If no vacancy, you will be referred to a hotel off Fort Eustis.

**All reporting to Fort Eustis after duty hours, on weekends or holidays, need to report to Staff Duty at Building 601 Phone: (757)-878-5050.**

**Report to the building 650; by 0800 on the first duty following weekend/holiday for in processing.**

***Langley AFB***

Personnel Employment Office  
45 Nealy Avenue, Suite 218, Langley AFB, VA  
Hours of Operation:  
757-764-2704/4230

**Non-Duty Hours**

24 Hour Base Lodging Office  
44 Taylor Road, Langley AFB, VA  
757-764-4667

**Dormitory Living**

If you are single and will be assigned to a dormitory, contact your sponsor, orderly room or First Sergeant for your room assignment. Do not sign into lodging or you could be paying the lodging fees out of pocket.

**Out-Processing**

650 Monroe Avenue, Fort Eustis, VA 23604  
Hours of Operation: Monday-Friday 0730-1630  
<http://eustismwr.com/index.php/personnel-services>

***Fort Eustis***

Military Personnel  
650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-1395 (Officers, Room 124)  
757-878- (Enlisted, Room 131)

Clearance papers are issued daily 1300 – 1600 using the following guidelines:

- (a) 5 working days - Soldiers residing in the barracks
- (b) 7 working days – all other Soldiers (on base housing & authorized to reside off post).
- (c) Intra post reassignments – 3 working days

The following documents are required for the issuance of clearance papers:

- DA Form 31 (approved)
- Orders
- Battalion clearance papers

**Awards**

650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-2872  
Hours of Operation: Monday-Friday 0730-1630  
Services: Process individual awards and badge recommendations

## **Relocation Assistance**

### **Transportation Office (Inbound and Outbound Personal Property)**

650 Monroe Avenue, Room 131 (enlisted); Room 124 (officer), Fort Eustis, VA 23604  
757-878-3124/4431

Hours of Operation: Monday-Friday 0730-1630

Services: The Personal Property/Household Goods office is located in the Soldier Support Center, 650 Monroe Avenue. This office services as a processing office for shipping household goods, unaccompanied baggage and privately-owned vehicles (POVs); it does not accept incoming shipments.

The Transportation Office responsible for all incoming household goods and unaccompanied baggage is the Consolidated Personal Property Shipping Office – Langley (CPPSO-L) at (757) 764-2045/2046/2047, Inbound Shipments for Norfolk (FISC Norfolk) at (757) 433-3700, Langley Air Force Base (AFB), Virginia. Immediately after arriving at Fort Eustis, Soldiers should contact the CPPSO at Langley, (757) 764-2045. Their hours of operation are Monday through Friday, 0730-1630. Soldiers will be asked to furnish a contact phone number and a delivery address, if one is available. For information refer to “Moving”.

### **Soldier for Life – Transitional Assistance Program (SFL-TAP)**

705 Washington Street, Building 71, Fort Eustis, VA 23604  
757-878-2881

Hours of operation: Monday-Friday 0800 -1630

Website: [https://www.acap.army.mil/acap\\_centers/](https://www.acap.army.mil/acap_centers/)

E-mail: [acap.eustis@serco-na.com](mailto:acap.eustis@serco-na.com)

Transition Services: Soldier for Life – Transitional Assistance Program (SFL-TAP) delivers a world-class transition program for America’s Army that ensures that all eligible transitioners have the knowledge, skills and self-confidence necessary to be competitive and successful in the global workforce. SFL-TAP helps transitioners to make informed career decisions through benefits counseling and employment assistance. SFL-TAP is responsible for delivering both transition assistance and employment assistance services.

### **Pre-Separation**

SFL-TAP provides a wide range of services designed to make transition an easy and successful experience. The key to transition success is knowledge of those services and a firm understanding of how to use them. All transitioning Soldiers are required to visit the SFL-TAP Center prior to departing the Army. Military personnel will receive services by attending a mandatory pre-separation briefing no less than 90 days prior to separation. During the briefing, Soldiers learn about their benefits and rights, as well as the services that are available. During the briefing Soldiers are introduced to the DD form 2648 “Pre-Separation Counseling Checklist” and assisted in its completion. This form helps Soldiers to identify their needs and develop a personal plan for securing the help to meet those needs.

### **Portable Storage Service – PODS**

1-866-667-5593

Promo Code: EXCH

[www.pods.com](http://www.pods.com)

### **Mobilization/Deployment Program**

650 Monroe Avenue, Fort Eustis, VA 23604

757-878-2552

[www.eustismwr.com](http://www.eustismwr.com)

Hours of Operation: Monday-Friday 0730-1630

**Services:** This program is the principal source of resources and services for Soldiers, Commanders/Rear Detachment Commanders, Family Members and Family Readiness Groups (FRG). It assists units and installation personnel with deployment and reintegration briefings and a variety of Operation READY classes to include FRG Leaders, Points of Contact, Treasurer and Newsletter, Commander/Rear Detachment Commanders & 1 SGT Courses and Unit level training is offered upon request. The Mobilization/Deployment Program also offers Spouse Battlemind Training and the Spouses' Yellow Ribbon Support Group, specifically designed to help Spouses recognize the signs of deployment such as fatigue & stress, and provides ideas and recourses to manage the challenges of deployment and re-deployment. The trainings are available monthly, times vary. All our trainings offer free in-house Short Term Alternative Child Care (STACC) For schedules and registration information, please contact the MOB/DEP Office 757-878-2552.

### **Plan My Move**

[www.militaryhomefront.com](http://www.militaryhomefront.com)

**Services:** “Plan My Move” is an automated information system designed to provide relocation information on all military installations. Specific information contained in “Plan My Move”; education, employment, medical & dental, housing, relocation services, support services.

### **Release of Information**

576 Jefferson Ave, First Floor, Room G-16, Fort Eustis, VA 23604

757-314-7868 or 757-314-7865

Fax Number: 757-314-7671

Hours of Operation: 0730-1430 Mondays-Wednesdays; 1430-1630 Thursdays; 0730-1630

Fridays and Closed during Lunch 1200-1300

<http://mcdonald.narmc.amedd.army.mil/Pages/ReleaseofInformation.aspx>

**Services:** The release of information office is responsible for obtaining records from previous duty station, duplication of records (i.e. personal copies, insurance requests, legal requests, and copies for VA claims). Patrons are entitled to one free copy of their medical record, per AR 40-66. Additional copies will be assessed an administrative fee of \$13.25 plus a copying fee of .15 cents per page. Due to the large volume of requests, customers requesting duplication of their medical records should submit their requests in writing no less than 30 business days in advance.

**Please Note:** Medical Records are the property of the United States Government and are maintained for the benefit of the patient. Release of Information staff have the responsibility for

ensuring all medical records held in their custody are safeguarded from loss or tampering, and that the information in the records is released only to authorized individuals.

### **In/Out Processing**

#### **Fort Eustis**

Military Personnel  
650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-1395 (Officers, Room 124); (Enlisted, Room 131)

After-Duty Hours  
733d Mission Support Group  
Bldg. 601 Lee Boulevard, Fort Eustis, VA 23604  
757-878-0953

#### **Langley AFB**

Personnel Employment Office  
45 Nealy Avenue, Suite 218, Langley AFB, VA  
757-764-2704/4230

Non-Duty Hours  
24 Hour Base Lodging Office  
44 Taylor Road, Langley AFB, VA  
757-764-4667

### **PODS – Portable Storage Service**

866-667-5593

Promo Code: EXCH

Services: PODS provides both storage and moving services (local and long distance).

### **Retirement Services**

#### **Retirement Services Office**

650 Monroe Avenue, Fort Eustis, VA 23604  
757-878-3220

Hours of Operation: Monday-Friday 0730-1630

Services: Provides information and services on benefits and entitlements to active duty Soldiers and families preparing for retirement; and to retirees and families.

#### **PRE-RETIREMENT SERVICES:**

- Coordinates, conducts, and facilitates detailed periodic Pre-Retirement and Survivor Benefit Plan (SBP) group briefings for all retiring Soldiers (highly encourages Family Members to attend).
- Counsels Soldiers and Family Members concerning retirement rights, benefits, and privileges.
- Conducts one-on-one SBP counselling for all retiring Soldiers, and their Family Members.

- Conducts one-on-one (desk-side) Pre-Retirement briefings as needed.
- Assists retiring Soldiers and Family Members with completion of the DD Form 2656 (Data for Payment of Retired Personnel).
- Process the DD Form 2656 electronically using TRANSPROC to the Department of Defense Finance and Accounting Services, Cleveland (DF AS-CL).
- Provides CSDIREDEX retirement pay option counselling, and processing of the CSBIREDUX pay option election form, DD Form 2839 (if assigned as the Installation CSBIREDUX Program Manager)
- Other services and related information (if assigned those duties) related to pre-retirement services, such as, retirement application processing, retirement orders and DD Form 214 processing, and final out-processing procedures.

### **POST RETIREMENT SERVICES:**

- Counsels and assists survivors of retired Soldiers, and Soldiers who die on active duty regarding their SBP options and entitlements, and the proper processing of their SBP elections, which includes counselling on Department of Veteran Affairs (VA) Dependency and Indemnity Compensation (DIC) and its relationship to SBP.
- Publishes mails retiree newsletters at least annually.
- Publishes periodic articles for installation and local newspapers.
- Conducts an annual Retiree Appreciation Day (RAD).
- Provides information and filing assistance for the "Annuities for Certain Military Surviving Spouses" - or ACMSS, also known as "Forgotten Widows".
- Provides information and assistance to Soldiers, spouses, and former spouses regarding the Uniformed Services Former Spouse's Protection Act (USFSPA).
- Assists/advises retired Soldiers in understanding and applying for Combat-Related Special Compensation (CRSC).
- Provides information to retired Soldiers on Concurrent Retirement and Disability Payments (CRDP).
- Assists retired Soldiers and Family Members in obtaining: copies of lost documents (i.e. DD Form 214, retirement orders, and medical records); re-issuance of military awards; and issuance of military ID cards.
- [REQUEST YOUR DD 214](http://www.archives.gov/veterans/military-service-records/) (<http://www.archives.gov/veterans/military-service-records/>)
- Provides retired Soldiers and their families with information and referrals on a myriad of other benefit entitlements including Veterans Affairs (VA), TRICARE medical dental; Social Security Medicare benefits; and others.

### **OTHER POST-RETIREMENT SERVICES AVAILABLE:**

The following services are provided using the Defense Finance and Accounting Service, Cleveland (DF AS-CL) Defense Retired Annuity Pay System (DRAS):

- View retired Soldier's pay account
- View annuitants pay account
- Change allotments
- Change beneficiary information

- Change mailing address
- Change bank information
- Change tax filing and withholding status
- Request copies of the 1099-R form for tax filing purposes
- Request copies of the retired account statement

## **Sponsorship**

### **SPONSORSHIP FOR PCSING SOLDIERS**

For Soldiers wanting to know more information on pin-point assignments and sponsorship upon arrival at Fort Eustis contact Officer and Enlisted Reassignment Section 757-878-5392.

### **eSponsorship Application & Training (eSAT)**

<http://apps.mhf.dod.mil/ESAT>

Services: eSAT is designed to support military service members assigned the responsibility of unit sponsorship by supplying training online. eSAT also connects sponsors and newcomers through communication tools, which include sponsor and newcomer registration, newcomers' needs assessment and custom welcome package.

## **Utilities**

### **Dominion Virginia Power Company**

Pembroke Avenue and G Street, Hampton, VA 23661

1-888-667-3000 or 1-866-DOM-HELP

<https://www.dom.com/dominion-virginia-power/>

Services: Provides electrical service. Requires a \$180.00 deposit for new accounts. Payments can be paid in three monthly installments of \$50.00 each, included in the customer's monthly bill. The deposit may be waived with a letter of "good credit" from a previous utility company. Connection fee is \$15.00 and non-waiverable. Please call for updated fees.

### **VERIZON Wireless and Home Telephone Service**

1-877-798-2941

<http://www.verizonwireless.com/>

Services: Provides wireless internet connection and home telephone service. Requires a \$95.00 deposit for new service. The deposit may be waived with a letter of "good credit" from a previous telephone company. Deposits are included in the first month's bill. Customers have nine long distance companies to choose from.

### **Newport News Waterworks**

700 Town Center Drive, #100, Newport News, VA 23606

757-926-1000

Hours of Operation: 0800-1700; Monday -Friday

<http://www.nngov.com/waterworks#portlet-navigation-tree>

Services: Newport News Waterworks is a regional water provider, owned and operated by the City of Newport News that serves over 400,000 people in Hampton, Newport News, Poquoson,

and portions of York County and James City County. Deposits are \$25.00 and \$12.00, respectively. Billing is every 2 months. Please call and check for costs as these may vary from year to year. Applications for service can be processed by calling 757-247-8421.

**Hampton Roads Sanitation District (HRSD)**

1434 Air Rail Avenue (Customer Service Building), Virginia Beach, VA 23455  
757-460-2491; 1-888-275-4782

<http://www.hrsd.com/>

Services: HRSD's protects public health and the waters of Hampton Roads by treating wastewater effectively. HRSD handles all sewer and odor complaints.

**Local Trash Collection**

HRSD does not collect trash. Please call the number for your locality listed below:

For trash collection contact:	
Chesapeake	757-382-2489
Hampton	757-727-8311
Newport News	757-933-2311
Norfolk	757-441-5813
Portsmouth	757-393-8663
Smithfield	757-357-7815
Suffolk	757-514-7630
Virginia Beach	757-385-4650
Williamsburg	757-220-6140
James City	757-253-6808
York	757-890-3780

### **Virginia Natural Gas**

750 Diligence Drive, Newport News, VA 23606

757-873-1322 or 1-866-229-3578

Hours of Operation: Monday-Friday 0700 - 2000; Saturday 0900-1300

Email: [vngcustomercare@agresources.com](mailto:vngcustomercare@agresources.com)

<http://www.virginianaturalgas.com/>

Services: Provides gas /propane to local communities. The average deposit for gas/propane is \$180.00. There are several companies to choose from. Most oil companies operate on a cash basis and do not require a deposit.

### **COX Communications**

757-224-1111

<http://ww2.cox.com/residential/home.cox>

Services: Provides internet, telephone and cable services. Requires a deposit depending on the installation you will be ordering. The deposit is non-waiverable. Cox Communication is located in the Kiln Creek Shopping Center on Victory Boulevard in Newport News, Virginia.

### **Veterans Services**

#### **Veterans of Foreign Wars (VFW)**

<http://www.vfw.org/>

Services: The mission of VFW is to foster camaraderie among United States veterans of overseas conflicts. VFW serves our veterans, the military, and our communities. We advocate on behalf of all veterans.

#### **Local Chapters**

##### **VFW Post 3219**

122 E. Mellen Street, Hampton, VA 23669

757-723-2667

##### **VFM Post 176**

21 Forrest Drive, Newport News, VA 23606

757-595-0969

##### **VFW Post 4639**

106 Jesters Lane, Williamsburg, VA 23188

757-258-9802

##### **VFW Post 824**

1700 George Washington Memorial Highway, Ste E, Tabb, VA 23693

757-867-8442

## **Disabled American Veterans (DAV)**

<https://www.dav.org>

Services: DAV is the most long-lasting veterans' advocacy and assistance group in this country. We've watched this country change and grow, and we've grown along with it. However, DAV has never wavered in its core mission to fulfill our country's promises to the men and women who served. We invite everyone, veterans and civilian, men and women, young and old, to join us as we stand up for those veterans who risked it all when they stood up for us, our country, and our ideals.

Services include:

- Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military service and provided by the Department of Veterans Affairs (VA) and other agencies of government.
- Providing outreach concerning its program services to the American people generally, and to disabled veterans and their families specifically.
- Representing the interests of disabled veterans, their families, their widowed spouses and their orphans before Congress, the White House and the Judicial Branch, as well as state and local government.
- Extending DAV's mission of hope into the communities where these veterans and their families live through a network of state-level Departments and local chapters.
- Providing a structure through which disabled veterans can express their compassion for their fellow veterans through a variety of volunteer programs.

### **Local Chapters**

#### **DAV Chapter 2**

15460 Warwick Blvd, Newport News, VA 23608  
757-875-0721

#### **DAV Chapter 13**

1700 George Washington Parkway, Yorktown, VA 23693  
757-596-0062

#### **DAV Chapter 34**

3306 Craggy Oak Court, Williamsburg, VA 23127  
757-564-3916

#### **DAV Chapter 58**

6139 George Washington Parkway, Gloucester, VA 23061  
804-695-1558

## **DAV Chapter 6**

913 Aberdeen Road, Hampton, VA 23666  
757-826-7530

## **VA Medical Centers**

### **Richmond Veteran's Affairs Medical Center**

1201 Broad Rock Blvd, Richmond, VA 23249  
804-675-5000

<https://www.richmond.va.gov>

### **Hampton Veteran's Affairs Medical Center**

100 Emancipation Drive, Hampton, VA 23666  
757-722-9961

<http://www.hampton.va.gov>

### **Salem Veteran's Affairs Medical Center**

1970 Roanoke Boulevard, Salem, VA 24153  
540-982-2463 or 1-888-982-2463, then 1 + Ext. 3250, 3252, or 3258

<http://www.salem.va.gov>

### **Department of Veteran's Services**

2016 Cunningham Drive, Hampton, VA 23666  
757-825-7893; Fax 757-285-7894

<http://www.dvs.virginia.gov/index.shtml>

Services: DVS offers a range of services for veterans and their family members—everything from assistance with filing for claims to certifying educational programs.

Service the following areas: The counties of Charles City, Gloucester, Isle of Wight, James City, Mathews, and York. The cities of Hampton, Newport News, Poquoson, and Williamsburg. Also, the Hampton VA Medical Center

### **U. S. Department of Veterans Affairs Healthcare Administration**

Visit <http://www.va.gov/health/index.asp> for information on benefits, facilities, and much more. Or, call 1-877-222-8387.

### **Veteran's Crisis Line**

1-800-273-8255

<http://veteranscrisisline.net/>

Services: The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call **1-800-273-8255** and **Press 1**, chat online, or send a text message to **838255** to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available.

## **National Resource Directory**

Maintained by the Departments of Defense, Labor, and Veterans Affairs, this directory provides information and access to services and resources for wounded, ill, and injured service members, veterans, their families, and those who support them. Visit <http://www.nationalresourcedirectory.gov/>.

## **Wounded Warriors**

### **Soldier and Family Assistance Center (SFAC) Wounded Warrior\***

\*Soldier & Family Services Branch  
501 Madison Avenue, Fort Eustis, VA 23604  
757-878-6900

Hours of Operation: 0730 – 1630; Monday - Friday

Services: The Soldier and Family Assistance Center (SFAC) was created to provide compassionate, coordinated services to Warriors in Transition (WTs) and their Family Members. SFAC is a one-stop shop for services that partners with the Warrior Transition Unit (WTU) as a friendly supportive team dedicated to encouraging self-development, wellness and to meet the unique needs of WTs and their Families.

### **Warrior Transition Unit**

502 Sternberg Avenue, Fort Eustis, VA 23604  
757-878-1579

<http://mcdonald.narmc.amedd.army.mil/Pages/WarriorsInTransition.aspx>

Services: Alpha Company, Warrior Transition Unit, Fort Eustis, VA provides command and control, primary care, and case management for service members receiving treatment for wounds suffered while deployed. The unit works to "promote their timely return to the force or transition to civilian life." Soldier in Transition (ST): Any wounded, injured, or ill Soldier with complex medical needs requiring greater than 6 month medical treatment and/or requires a Medical Evaluation Board (MEB). This includes all Soldiers previously assigned to Medical Hold and Medical Holdover Units or on Active Duty Medical Extension (ADME). All Soldiers in Transition will be assigned to a Warrior Transition Unit (WTU) at an Army Medical Treatment Facility.

If you need to reach us during the normal business hours, please call: 314-7500

- Commander: ext. 4-5001
- First Sergeant: ext. 4-5003
- Human Resources/In-Processing: ext. 4-5058
- 1st Platoon: ext. 4-5006
- 2nd Platoon: ext. 4-5024
- 3rd Platoon: ext. 4-5005
- Family Readiness: ext. 4-5033
- Ombudsman (If You Need Help) 757-314-7539

If you have an emergency and/or need to reach us after normal duty hours, please call: WTU Staff Duty NCO: 878-1579

**Wounded Soldier and Family Hotline**

1-800-984-8523

<http://armymedicine.mil/Pages/wounded-soldier-and-family-hotline.aspx>

Hours of Operation: 24 hours, 7 days a week

Services: To offer wounded, injured, or ill Soldiers and their families a way to share concerns on the quality of patient care. **Staff members are available 24 hours a day, 7 days a week.** In addition, the Wounded Soldier Family Hotline (WSFH) works in conjunction with the MEDCOM Medical Assistance Group (MMAG) Ombudsman Program for assistance with medical related issues.

**Restore Warriors (Wounded Warrior Project)**

[www.restorewarriors.org](http://www.restorewarriors.org)

Services: Offers questionnaire and online help for stress, loss, self esteem, relationships, etc.

**Special Operations Warrior Foundation**

[www.specialops.org/?page=Programs](http://www.specialops.org/?page=Programs)

Services: Provides caregivers of Special Operations Forces personnel with spa services.

**Air Force Wounded Warrior Program (AFW2)**

800-581-9437

Hours of operation: 0630-1700, Monday-Friday (CT)

Services: Working hand-in-hand with the Air Force Survivor Assistance Program and Airman and Family Readiness Centers to ensure Airman and families receive professional support and care from point of injury, through separation or retirement, for life.

**Army Wounded Warrior Program (AW2)**

800-237-1336

Services: Provides personalized local support to Soldiers, veterans, and their families through the assignment of an AW2 Advocate: refer to [wtc.army.mil/aw2](http://wtc.army.mil/aw2) for program requirements.

**Federal Recovery Coordination Team**

877-732-4456

Services: Develop an individualized recovery plan; to qualify be referred by a member of your multi-disciplinary team, your commander, recovering warrior program, or through self-referral.

**Marine Corps Sergeant Merlin German Wounded Warrior Call Center**

877-487-6299

Services: Conducts outreach calls to offer assistance; assist Marines, families, and caregivers with benefits and referrals.

**Military Crisis Line**

800-273-8255

Services: Hotline to help yourself or someone you know who might be in danger, or be a danger to others.

### **Military OneSource Wounded Warrior Specialty Consultation**

800-342-9647

Services: Primary telephone resource for recovering warriors and their families; provides specialty consultation services; access to immediate assistance.

### **Navy Wounded Warrior –Safe Harbor Call Center**

855-NAVY-WWP (6289-997)

Services: Provides personalized support and assistance to wounded, ill, or injured Sailors and their families.

### **Wounded Warrior and Family Hotline**

800-984-8523

Hours of Operation: 24/7

Email: [wsfsupport@conus.army.mil](mailto:wsfsupport@conus.army.mil)

Services: Offers wounded, ill, and/or injured Soldiers and their families a way to share concerns on the quality of patient care. Also, provides senior Army leaders with visibility on medically-related issues so they can properly allocate resources to better serve Soldiers and Families.

### **Wounded Warrior Project Resource Center**

888-997-2586

Email: [resourcecenter@woundedwarriorproject.org](mailto:resourcecenter@woundedwarriorproject.org)

Hours of Operation: 0900-2000, Monday - Friday

Services: A contact center that actively reaches out to warriors and caregivers.

### **Wounded Veterans Internship Program**

The Virginia Department of Transportation's (VDOT) Wounded Veterans Internship Program is designed for veterans who find they are not suited physically or emotionally to return to a former job, or because the job is no longer available. The program allows veterans to revamp old job skills or develop new ones. VDOT attempts to locate the internships close to where the veteran is receiving rehabilitation or now lives. For more information, call 804-786-2085, 888-508-3737 (TTY 711) or e-mail [WVPinternship@VDOT.virginia.gov](mailto:WVPinternship@VDOT.virginia.gov).

### **Families of the Wounded**

This organization provides financial support to family members/caregivers of military service men and women who have been wounded in combat operations or injured as the result of line-of-duty activities in support of combat operations. For more information, visit:

<http://www.familiesofthewounded.org/>.

### **Virginia Wounded Warrior Program (VWWP)**

The Virginia Wounded Warrior Program assists veterans and families with finding community services to help them with the healing process and successfully rejoining their communities. The program is operated by the Virginia Department of Veterans Services in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and the Department of Rehabilitative Services. For assistance, call 1-877-285-1299 or visit

<http://www.WeAreVirginiaVeterans.org> .

## Recreation

### Better Opportunities for Single Soldiers (BOSS)

#### BOSS – Better Opportunities for Single Soldiers

671 Lee Street, Fort Eustis, VA 23604

757-878-2067

Services: To continually progress and improve the quality of life for single service members (bonafide bachelors, geographical bachelors and single parents) on Fort Eustis. To provide and participate in social, recreational, and educational events, to participate in community service projects, to voice concerns and issues on quality of life, and to be involved with leadership developing activities.

### Recreation and Leisure

#### The Fort Eustis Club

2123 Pershing Avenue, Fort Eustis, VA

757-878-5700

Office Hours: Tuesday-Friday 0800-1700

<http://eustismwr.com/index.php/2011-11-16-16-53-03/the-fort-eustis-club>

Services: The Fort Eustis Club is the place to go for dining, dancing, and socializing. Whether you are looking to grab a quick bite for lunch, or host an event, our facility has what you need. Our rooms at The Club vary from small intimate conference rooms and lounges to a large up-scale grand ballroom. Want to plan a conference or event? Let our professional event and catering staff turn your ideas into reality.

Stop by every Tuesday through Friday 1130-1330 for our Lunch Buffet!

#### The Bowling Center (Strike Zone)

675 Dickman Street, Fort Eustis, VA 23604

757-878-5482

Hours of Operation: **Snack Bar** Mon 1100-1400; Tu, Wed, Th 1100-2100, Fri 1100-2400; Sat 1200-2400; Sun 1200-1800; **Bowling** Mon 1100-1400; Tu, Wed, Th 1100-2200; Fri 1100-0100; Sat 1100-0100; Sun 1200-1800; **Pin Fall Bar** Mon Closed; Tu, Wed, Th 1530-2200; Fri 1200-0100; Sat 1200-0100; Sun 1200-1900

<http://eustismwr.com/index.php/2011-11-16-16-53-03/strike-zone-bowling-center>

Services: The Fort Eustis Bowling Center is a family fun facility with 24 lanes and a brand NEW Bowlers Entertainment computer scoring system. All of our lanes are fully equipped for any level of bowler, including bumpers for those who need assistance. We host youth and adult leagues, as well as a variety of special events. Our facility has both a Snack Bar with a large variety of lunch options, and a Bar for specialty drinks. Please check our weekly bowling specials for affordable fun!

### **The Pines Golf Club**

3518 Mulberry Island Road, Fort Eustis, VA 23604

757-878-2252

Hours of Operation: Dawn to Dusk

Office Hours: In-season: 0630-1900; Off-season: 0700-1700

<http://eustismwr.com/index.php/2011-11-16-16-53-03/the-pines-golf-club>

Services: The Pines Golf Course is a 27-hole facility located on beautiful Fort Eustis. Carved out of a forest of mature pine trees, every golfer will enjoy breathtaking views of the Warwick River which is home to many species of wildlife. The original courses, The Ponderosa Pines & The Shortleaf Pines, were built in 1952 & 1954 respectively while the Virginia Pines was added in 1997. More recently all greens were rebuilt to USGA Specifications and seeded with A1/A4 Bentgrass in 2011, making The Pines one of the finest golf facilities the United States Military has to offer.

### **Recreation Center**

671 Lee Boulevard, Fort Eustis, VA 23604

757-878-2610

Hours of Operation: Wednesday-Saturday 1100-1900; Sunday 1100-1700, Holidays Closed

<http://eustismwr.com/index.php/2011-11-16-16-53-03/recreation-center>

Services: The Fort Eustis Soldier Recreation Center is a place for students and soldiers to get away from the everyday stress of work and school. Our large recreation room consists of a Snack Bar, pool tables, ping pong, air hockey, and games. For the video gamers, our brand new large stocks of video game booths are fully equipped with large new flat screen TVs.

Our Community Recreation Center is also the home to our Framing and Engraving shops.

### **Frame Shop**

757-878-3285

Hours of Operation: Monday-Friday 0900 – 1600; Holidays Closed

Services: Offers picture framing, mat cutting, glass replacement, poster mounting, canvas and needlework stretching and framing supplies. The frame shop has hundreds of frame mouldings and mats to choose from. Need broken glass replaced, old faded mats recut, scratched and damaged frames replaced? Come in for a free estimate.

### **Engraving Shop**

757-878-3285

Hours of Operation: Monday-Friday 0900-1600; Holidays Closed

Services: Custom made plaques to customer specifications and offers lazer or rotary engraving services on badges, nameplates, trophies and many other gift and award items. A large variety of awards and gift presentation items are available either in stock or through our special order catalogs ranging from ships wheels, acrylic awards, plaques, desk and door plates, pen sets and much more.

### **Aquatic Center**

641 Tyler Avenue, Fort Eustis, VA 23604

757-878-1090

Hours of Operation: (**Lap Pool Hours**) Monday-Friday 0500-1800 (Closed 1400-1500); Closed Saturdays, Sundays and Holidays; (**Adventure Pool Hours**) Saturdays and Sundays 1200-1800; Closed Mondays – Fridays; Holidays

<http://eustismwr.com/index.php/2011-11-16-16-53-03/aquatic-center>

Services: The Aquatic Center is home to Fort Eustis's very own mini waterpark. Our Adventure Pool features a 30ft high, 146 ft long triple loop slide, and a beach front entrance with a maximum depth of 3.5 ft. To add to the fun, the Aquatic Center also houses a whirlpool, mini lazy river, and a mushroom waterfall. The center also has a 10 lane 25m Lap Pool for those looking to swim for fitness. This place brings you summer fun all year round, and the perfect place to take the kids on those chilly winter days. **ATTN. ACTIVE DUTY MILITARY:** The lap pool is available for your use at no charge during normal hours of operation. For more information please call 878-1090 or stop by. **ENTRANCE FEES:** *Please call 878-1090 to learn about our entrance fees and monthly options.*

### **\*Birthday Party Packages**

Birthday packages are available weekends in the Adventure Pool. Several options are available for you to choose from. Click on the link below for a copy of our birthday party reservation form/contact. To speed up the process of booking your child's birthday party you may wish to print off the form and complete the top portion and bring it with you to the Aquatic Center. Please call 878-1090 for more information.

### **Outdoor Recreation**

828 Kell Drive, Fort Eustis, VA 23604

757-878-2610

Hours of Operation: Monday – Friday 0800-1700

<http://eustismwr.com/index.php/2011-11-16-16-53-03/outdoor-recreation>

Services: If you enjoy the *fresh air* and *adventure* that comes with the *great outdoors*, then Outdoor Recreation is the place for you. Our activity and rental office will provide you with a variety of means of adventure for both the land and water dwellers. If you are looking to get away from the usual, you can rent out one of our beautiful log cabins or camps sites, or rent an RV and hit the road. For those looking for adventure closer to home, check out our thrilling mini-park or hunting grounds. See our links below to be directed to more Fort Eustis Outdoor Activities.

\* Outdoor Recreation has storage space for your boat, RV or Utility Trailers at \$40 per month, a Paved, Gated location with Key Coded Access 24/7. Call 878-2610 for more info.

### **RV & Equipment Rental**

828 Kell Drive, Fort Eustis, VA 23604

757-878-2610

Hours of Operation: Monday – Friday 0800-1700

<http://eustismwr.com/index.php/rv-a-equipment-rentals>

Services: Fort Eustis Outdoor Recreation has a number of options for your adventure needs. Whether you are looking to camp right at Fort Eustis, or hit the open road, our state of the art campers have just what your are looking for ... *at an affordable price!* If you are looking for the full camping experience, try a bit of outdoor cooking with one of our grills. We have everything you need for your ultimate outdoor experience.

### **Water Sports and Boat Rentals**

828 Kell Drive, Fort Eustis, VA 23604

757-878-2610

Hours of Operation: Monday – Friday 0800-1700

<http://eustismwr.com/index.php/water-sports-a-boat-rentals>

Services: Our riverside location makes Fort Eustis a haven for water sport lovers. Whether you are looking to float around Lake Eustis or take on the peninsula's numerous rivers, our Outdoor Recreation facility has a a variety of boating options for you to choose from. Those venturing outside Fort Eustis on a motor driven boat are required to have a State Boater Safety Certificiate. For more information please call our office at 878-2610. Happy boating!

### **> FISHING**

At Fort Eustis Outdoor Recreation you have the opportunity to fish on both Lake Eustis and the James River. All fishing on Lake Eustis is *catch-and-release only*. There is no issue with catching fish on the James River, but please see the [Virginia Department of Game and Inland Fisheries Regulations](#) and review the guidelines before throwing a line into the James River. All fishing on JBLE requires a Virginia State License.

- *FISHING POLE RENTAL = \$5 a day (bait not included)*

### **> BOATING**

Whether you are looking to float around Lake Eustis or take on the peninsula's numerous rivers, our Outdoor Recreation facility has a variety of boating options for you to choose from. Those venturing outside Fort Eustis on a motor driven boat are required to have a State Boater Safety Certificate, for certificate information please see the [Virginia State Boating Guidelines](#). If you have any questions please feel free to call our office at 878-2610. Happy boating!

### **The Lakeside Cabins**

28 Kell Drive, Fort Eustis, VA 23604

757-878-2610

Hours of Operation: Monday-Friday 0800-1700

<http://eustismwr.com/index.php/the-cabins>

Services: Rustic Log Cabins nestled on the banks of the Lake Eustis await your visit. These fully furnished Log Cabins were constructed with your comfort in mind. Each of the five cabins sleeps up to 8 people, but services 6 people. Central heat and air ensure your comfort year round. We have 5 log cabins in total, one is completely handicapped accessible. Reservations are taken up to 6 months in advance, with an advance deposit equal to one night's stay.

**Note:** Log Cabins may be reserved up to 6 months in advance. A one night Deposit is required (check or credit card number). Cancellations made inside 72 hour period will result in loss of deposit. **The Cabins cost \$85 per night.**

### **The Mini Park**

866 Lee Boulevard, Fort Eustis, VA 23604

757-878-5883

Hours of Operation: Saturday-Sunday 1200-1800 (private karts from 1000-1200)

<http://eustismwr.com/index.php/the-mini-park>

#### **Services:**

- **MINI GOLF**
  - Our Mini Golf Course is a challenging 18 holes filled with fun obstacles, sand traps, and water fall!
  - *Price:* \$3.75 per person (free for children 5 years and younger)
- **BATTING CAGES**
  - Come practice your swing at our Mini Park Batting Cages, equipped with 2 fast ball sides and 1 slow pitch soft ball side.
  - *Price:* 20 ball for \$1.00 (change available at sales window)
- **GO KARTS**
  - Our 1/4 mile road course provides fun hair pin turns. We have 10 single rider karts and 2 double rider karts, for adults with young children. To be a double rider you must be atleast 16 years old and 36 inches tall.
  - *Price:* \$6.00 per ride (10 minute)

#### **\*Ask about our party packages!**

- Parties and unit functions can be reserved at anytime by calling 878-5883/2610
- *Price:* \$175 per hour Monday - Friday for complete use of the go-karts, mini golf, and batting cages.
- Price \$175 for two hours Saturday and Sunday

### **Hunting**

28 Kell Drive, Fort Eustis, VA 23604

757-878-2610

Hours of Operation: Monday-Friday 0800-1700

<http://eustismwr.com/index.php/hunting>

Services: For those interested in hunting on Fort Eustis, the following information is provided:

**\* In order to purchase a hunting permit for Fort Eustis you must be active, retired, DoD civilian, have a hunter's safety certificate and a Virginia state license. Register all firearms at the Visitors Center outside the main gate.**

Authorized personnel include active and retired military and their family members, regardless of station assignment. Active and retired civilian personnel who are, or were, under the jurisdiction of this headquarters or tenant at Fort Eustis. Civilians may request permission to hunt Fort Eustis by contacting Outdoor Recreation and submitting their name to be drawn for the season. This drawing takes place in September, prior to the start of the season.

All eligible hunters must have State Certified Hunter Education Course Certificate of completion or National Rifle Association Hunter Education Course that is recognized by [Virginia Department of Game and Inland Fisheries](#).

**YEARLY HUNTING FEES:**

- DoD Personnel..... \$35.00
- Youth Hunters 15 and below/Senior Hunters 65 and above.....\$15.00
- Non DoD Personnel.....\$45.00

**HOURS DURING THE SEASON:**

- Monday/Tuesday/Wednesday/Friday/Saturday 0500-2000
- *NO HUNTING* Thursdays and Sunday

**Fort Eustis Privately Owned Weapons Range (Installation Weapons Range)**

Mulberry Island Road, Fort Eustis, VA 23604

Hours of Operation: Monday-Saturday 0800 until 30 minutes before

Sunset<http://eustismwr.com/images/pdf/wepons%20fact%20sheet.pdf>

**PREREQUISITES:** All firers must register their weapons Security Forces Squadron (SFS), 648 Washington Blvd.

- All firers must complete a Range Safety Class and have an AF IMT 483 (Certificate of Competency)

**AUTHORIZED USERS:** Active Duty Soldiers and Family Members, Retired Military and Family Members, DoD Civilian Personnel and Family Members. Authorized users are permitted to sponsor one non-affiliated guest.

**PROCEDURES:** All authorized persons will purchase POW Range Cards and sign in and out to use the range at the Pines Golf Course Pro-Shop, 3518 Mulberry Island Road. Must have a weapons registration and AF IMT 483 to purchase a POW Range Card. Two man rule will apply when using the range. First person signing for the range will be appointed as the Range Safety Officer (RSO). Type of weapon and number of rounds to be fired must be given to the clerk at the Pines Golf Course.

**AUTHORIZED WEAPONS:**

- Range 2 – Pistol, .22, .25, .32, .380, .InsMonda, .40, .44 and .45 soft point, hollow point and ball ammunition only for all caliber of weapons. Firer can use lanes 36-45, all the way to the right.

- Range 3 – Muzzle loader – 45, 50, 54, and 58 caliber- black powder only, ball and sabot rounds with 150 grain powder limit for all caliber weapons. Firer can use lanes 13, 14, 15, place target to the left of burm. Shotgun – 12, 14, 16, 20, 24, 28, 32 and 410 gauge only – bird, buck shot and slug ammunition only for all gauges. Rifle firers – are permitted to fire .22 and .223 (5.56mm) caliber only. Long, rim fire, standard velocity and match ammunition allowed for .22 caliber. Ball ammunition only, for .223 (5.56mm)

### **RESTRICTIONS:**

Alcohol and drugs are prohibited at all times. Any person determined to be under the influence of alcohol or other drugs are not permitted range access.

- Wildcat (experimental) handgun and rifle calibers and ammunition are not authorized.
- Reloaded ammunition is prohibited.
- Tracer ammunition is prohibited.
- Privately owned machine guns, weapons that fire from a tripod, or that can only be fired from a stabilized mounting platform are prohibited.
- Fully automatic firing of any type of weapon is prohibited.
- Only authorized paper targets will be used. Cans, bottles and other objects will not be used as targets.
- Harassing or firing at wildlife is prohibited.

**SAFETY RULES:** Safety is everyone's responsibility and vital while on the range. All persons authorized to use the range will ensure that all rules are followed and act as a Range Safety Officer. All persons authorized to use the range must read and sign a safety/range rule sheet.

- Firearms must be unloaded with the breech or action open when on the range and not firing. Weapons will remain cased at all times when not on the firing line.
- Do not handle firearms while people are down range
- No profane or abusive language.
- Shoes and shirt must be worn at all times.
- Shoot at approved paper targets only.
- Shooters needing to go down range will notify the RSO so the RSO can call CLEAR. Once the RSO acknowledges the range is clear firers may then go down range.
- Do not go down range unless agreed upon by members of the firing line and the RSO has verified that weapons are safe and cleared. This will be evident when all weapons have been cleared and placed on the ground.
- Once all shooters have returned to the firing line, the RSO ensures the range is clear and lifts the cease fire by calling "range is clear".
- Shoot only from the firing line, and respect the rights of others.
- Collect personal brass and clean around your area after finishing your shooting session.
- Firearms must be pointed down range at all times and or in a safe direction.
- Do not point any firearm at any person whether the weapon is loaded or unloaded.
- Know how your firearm operates.
- Ensure your firearm and ammunition is compatible.
- 733d Force Support Division Outdoor Recreation Office or the Pines Golf Course will not be responsible for any accidents, injuries, lost items, defective or malfunctions of weapons or ammunition.
- All shooters must physically check in at the Golf Pro Shop prior to going to the range.

- All minors 17 years or younger will be accompanied by an authorized parent or guardian. While the minor is firing or handling a firearm, the parent or guardian must remain within the immediate area and are not permitted to fire or handle another firearm.
- Authorized persons must bring their own paper targets.
- The following targets are not authorized for use on the range: plastic bottles, aluminum cans, metal targets and glass targets.
- Any individual that has signed for a range is responsible for the safe operation of the range and will ensure the following:
  - No firing is conducted when visibility requirements for Controlled Firing Area cannot be met.
  - Downrange weapon effects are observed to ensure projectiles land within the prescribed range limits.
  - The proper targets are set up and down range.
  - No personnel or wildlife are down range.
  - Announce periodic check fires to permit personnel the opportunity to check targets.
  - All weapons are properly cleared prior to permitting personnel down range.
  - No weapons are being handled while personnel are down range.
  - No smoking on the firing line.
  - No running or horseplay on or around the firing line.
  - Adequate hearing and eye protection are being used at all times.
  - Any person observing an unsafe act must call for a cease fire.
  - The range must be cleaned prior to leaving. Before leaving the range, all shooters must pick up their spent casings and remove targets from the target stands. For safety reasons there are no trash cans on the ranges; you must take your trash with you.

### **Auto Craft Shop**

660 Lee Street, Fort Eustis, VA 23604 (Located in the old Inspection Station (Building 668) next to the Automotive Crafts Shop and Fire Station)

757-878-5440

Hours of Operation: Wed-Friday 1200-1930; Sat-Sun 1000-1730; Closed Mondays, Tuesdays and Holidays

Email: [f-e-a-r@cox.net](mailto:f-e-a-r@cox.net)

<http://eustismwr.com/index.php/2011-11-16-16-53-03/auto-craft-shop>

Services: The Auto Craft Center is a 16 bay facility providing you the option to do-it-yourself or to use one of our professional contractors and detailers. The Auto Craft Shop offers many services such as oil change bays, lift bays, computer scans, resale products, and much more. If you are the do-it-yourself type, the Auto Craft shop offers multiple ways to learn and teach yourself how to do repairs yourself.

***The Auto Craft Center now has PROFESSIONAL AUTOMOTIVE DETAILING at great low prices. For more information and/or schedule an appointment, please call Maxwell at (757) 813-3240.***

***Fort Eustis Auto Repair Shop and Inspection Station is now open Monday-Friday 0800-1700. Located in Bldg 668 (next to the Automotive Craft Shop). Call (757) 878-2480 for an appointment.***

<b>Labor Rate (General) Repair</b>	\$65.00/hour
<b>Labor Rate with performance work</b>	\$75.00/hour
<b>Oil/Filter Service (Standard oil up to 5 qts)</b>	\$33.50
<b>Oil/Filter Service (Synthetic oil)</b>	\$69.00
<b>Engine Diagnostics</b>	\$35.00
<b>Tire Balance</b>	\$12.00
<b>Tire Change</b>	\$12.00
<b>Oversize/Low Profile</b>	\$45.00
<b>Tire Rotation</b>	\$15.00
<b>Rotate and Balance</b>	\$50.00
<b>Transmission Flush plus fluid</b>	\$65.00
<b>A/C Service plus Freon</b>	\$35.00
<b>Battery Charge or Test</b>	\$8.00
<b>Starting System or Chargin System Test</b>	\$25.00
<b>Transmission Rebuilds come with a 3 year/36,000 mile warranty</b>	Pricing varies by model
<b>Service Call to Unlock Vehicle</b>	\$25.00
<b>State Inspections</b>	\$16.00
<b>*All other services are available except alignments</b>	
<b>Boat engine service available</b>	By appointment

All services provided are based on the current flat rate manual and are guaranteed.

Parts provided by are covered by the manufacturer's warranty

### **Groninger Library**

1313 Washington Boulevard, Fort Eustis, VA 23604

757-878-5017

Hours of Operation: Monday-Wednesday 100-1800; Thursday 1000-1700; Friday Closed; Weekend 1000-1700; Closed Holidays

<http://eustismwr.com/index.php/2011-11-16-16-53-03/groninger-library>

**Services:** Groninger Library provides information and reading resource materials on various popular and duty related subjects. The Library has 10 computers with access to the internet, as well as a wireless internet for your personal computers. Patrons have the opportunity to search our automated card catalog for books, compact discs, DVDs, audio cassettes and, video tapes.

We also provide access to a photocopier and a fax machine for a small fee. Our children's room is equipped with a play area and a children's library. We also have a periodicals area, a conference room, and a multimedia area. The library provides up to date monthly and, quarterly magazines and daily newspapers to be enjoyed in our open reading area. We also offer a best seller and contemporary military reading book list. College CLEP class information is also available upon request at the circulation desk.

## **Trips and Leisure**

### **Leisure Travel Services Office (Tickets and Travel)**

671 Lee Boulevard, Fort Eustis, VA 23604

757-878-3694

Hours of Operation: 0900-1700 Mondays-Fridays; 0900-1400 Saturdays; Closed Sundays and Holidays

<http://eustismwr.com/index.php/2011-11-16-16-53-03/tickets-a-travel>

**Services:** Whether you are active duty or retired, a DoD civilian or Family member, we have everything you need to book your next trip to your dream destination. If you want to go, we can get you there, so let us plan your next vacation! Don't have time for a long distance get-away? Fort Eustis has what you need to enjoy a vacation right here at home!

For Local Attractions, Ticketing and Pricing, visit [www.eustismwr.com](http://www.eustismwr.com)

## **Religious/Spiritual Support Services**

### **Emergency Religious Support**

#### **Installation Chaplain's Office**

923 Lee Boulevard, Fort Eustis, VA 23604

757-878-1304/1316/1317

757-878-1304 (Emergency On-Call Chaplain)

Hours of Operation: 0900-1700 Monday-Friday

**Prevention & Intervention Services:** The Fort Eustis Family Life Chaplain provides the following program: Marriage and Family Pastoral Counseling, Family Wellness Program, Marriage Enrichment Programs and Marriage Preparation, Counseling Training for Chaplains.

#### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

757-878-1304 (Emergency On-Call Chaplain)

Hours of operation: 0900-1700 Monday – Friday

**Prevention & Intervention Services:** The Fort Eustis Family Life Chaplain provides the following program: Marriage and Family Counseling, Conflict/Anger Management, Grief and Trauma Counseling, Family Wellness Program, Marriage Enrichment Programs and Marriage Preparation, and Counseling Training for Chaplains.

### **Marital Assistance**

#### **Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

757-878-1304 (Emergency On-Call Chaplain)

Hours of operation: 0900-1700 Monday – Friday

Prevention & Intervention Services: Conflict Resolution and Anger Management Counseling. Also contact your Unit Chaplain for any and all intervention prevention.

**Military Family Life Consultant (MFLC)**

630 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

Prevention & Intervention Services: Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

**Military OneSource Counseling Services**

1-800-342-9647

<https://www.militaryonesource.com>

Prevention and Intervention Services: Military OneSource offers three kinds of short-term, non-medical counseling options to Active-duty, Guard and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term issues such as adjustments to situational stressors, stress management, decision making, communication, grief, blended family issues and parenting skills issues. Counseling sessions can be arranged face-to-face, telephone consultation or online consultation.

**Religious Education**

**Regimental Memorial Chapel Protestant Religious Education**

923 Lee Boulevard, Fort Eustis, VA 23604

757-878-1455

<http://www.eustis.army.mil/ChaplainPage.asp>

<https://www.facebook.com/RegimentalMemorialChapel>

Hours of Operation: 0900-1700 Monday-Friday; 0830-1300 Sunday

Services: Adult and Youth Services, Vacation Bible School (VBS). For additional information on religious education call 878-1455/1450.

**Worship Services**

**Regimental Memorial Chapel**

923 Lee Boulevard, Fort Eustis, VA 23604

757-878-1304/1316/1317

757-878-1304 (Emergency On-Call Chaplain)

<http://www.eustis.army.mil/ChaplainPage.asp>

<https://www.facebook.com/RegimentalMemorialChapel>

Hours of Operation: 0900-1700 Monday-Friday; 0830-1300 Sunday

Services: The Regimental Memorial Chapel of the Transportation Corps (Building 923) and Regimental Memorial Chapel Annex (Building 1005) provide many opportunities to worship in the Fort Eustis community. Catholic and Protestant services are provided and religious classes offered for Catholics and Protestants of all ages beginning at preschool. Groups and councils for

Protestant and Catholic women, youth and volunteers also meet. The Fellowship House is a great opportunity for our IET Soldiers to 'hang out' after a long week and relax to a concert, video games and good food.

**General Service Information : Protestant, Catholic, LDS (Mormon)**

Protestant Sunday Worship at 11:00 am  
Catholic Sunday Mass at 9:00 am  
Catholic Mass M, W, F at 1145 am  
Catholic Mass Thursday at 5:00 pm  
Chapel Next (Chapel Annex) at 10:00 am  
LDS (Mormon Services) Thursdays 11:30 & 1900

**Regimental Memorial Chapel Protestant Religious Education**

For additional information on protestant religious education call 878-1455

Sunday Morning Bible Study  
0945-1030  
Classes for preschool through adult

Adult Noonday Study  
Tuesday 1130-1230  
Chapel Lounge

Adult Bible Study  
Tuesday 1900-2030  
Classroom #15

Men's Prayer Breakfast  
2nd Saturday of the month  
0700-0830

Protestant Women of the Chapel  
Tuesday 0900-1145  
2nd & 4th Wednesday 1900-2100

**Regimental Memorial Chapel Annex (Bldg 1005) - Opportunities**

Interactive Small Group Bible Study  
Sundays: 0945-1045  
Contemporary View of Christian Faith & Life

LDS Discipleship Training  
Tuesdays: 1130 and 1900

Faith-In-Action Group  
Wednesdays: 1130 and 1900

Contemporary Approach to Life's Issues

LDS Institute of Religion  
Thursdays: 1130 & 1900

**IET Fellowship House**

1900-2200: Friday and Saturday Regimental Memorial Chapel Annex

\*Fellowship House: Open to IET Soldiers only\*

Concerts & meal provided once a month

**Chapel Youth Ministries**

Catholic Youth Meet  
2nd & 4th Sundays: 1600-1900

Protestant Youth  
"Messengers 4 Christ"  
Sundays: 1530-1700

**\*Call the Chapel for updates**

**Jewish Services**

For information on Jewish Services please call Adath Jeshurun Synagogue, 12646 Nettles Drive, Newport News, VA 23606, (757) 930-0820.

**Islamic Services**

For information about Islamic Services, please call Islamic Center of Hampton Roads, 22 Tidemill Lane, Hampton, VA 23666, and (757) 838-4756.

**Latter Day Saints (LDS)**

For information about Latter Day Saints services, please call (757) 220-0266; 902 Denbigh Boulevard, Newport News, VA 23602

**Suicide Prevention**

**JBLE Emergency Crisis Hotline**

DOD Safe Helpline  
(877) 995-5247

**Langley 24/7 SAPR Hotline**

(757) 764-7272

**Fort Eustis 24/7 SHARP Hotline**

(757) 268-8967

**Installation Family Life Chaplain's Office**

1006 Monroe Road, Fort Eustis, VA 23604

757-878- 2202

Hours of operation: Monday – Friday, Normal Duty Hours

Hours of operation: Monday – Friday, Normal Duty Hours

Prevention & Intervention Services: Conflict Resolution and Anger Management Counseling. Also contact your Unit Chaplain for any and all intervention prevention.

**Behavioral Health Clinic**

757-314-7557/7558 / Bldg. 515 Sternberg Avenue, Fort Eustis, VA 23604 (behind the Health Center)

Hours of Operation: Monday-Friday – 0730-1630; Active Duty and Reservist on AD status only.

Services: Post Traumatic Stress Disorder classes, Suicide Prevention, Anger Management for adults only, Mental Status Evaluations (MSE) and Command Directed Evaluations (CDE).

Walk-ins accepted for Active Duty and Reservist on AD status only.

**633d Medical Group Langley**

Family Advocacy Program (FAP)

22115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

757-878-0807; Family Advocacy Victim Advocates (24/7 Helpline) 757-637-4035

Prevention and Intervention Services: Family Advocacy Program provides interviews, assessments, intervention, and treatment and case management for Families involved with child abuse. Some of the treatment services available include: Anger Management Group, Stress Management Group, Parenting Classes, and Child/Family Counseling.

**Family Advocacy Victim Advocates (24/7)**

2115 Pershing Avenue, 3<sup>rd</sup> Floor, Fort Eustis, VA 23604

Crisis Line (24/7) 757-637-4035

Education and Intervention Services: Victim advocates are on-call 24 hours a day, 7 days a week to provide crisis intervention, safety planning, non-judgmental support, assistance in securing medical treatment for injuries, information on legal rights and proceedings, and referrals to military and civilian resources.

**Military Family Life Consultant (MFLC)**

650 Monroe Avenue, Fort Eustis, VA 23604

757-755-5512; 757-755-5509

Hours of Operation: 0800 – 2000 (Appointments are flexible)

Prevention & Intervention Services: Provide short-term, non-medical counseling for stress, loss, relationships, deployment, more. Private, flexible appointments are available. MFLC is mandated to report child abuse and neglect, domestic abuse, criminal activity and threats to life.

**Military OneSource Counseling Services**

1-800-342-9647

<https://www.militaryonesource.com>

Prevention and Intervention Services: Military OneSource offers three kinds of short-term, non-medical counseling options to Active-duty, Guard and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term issues such as adjustments to situational stressors, stress management, decision making, communication, grief, blended family issues and parenting skills issues. Counseling sessions can be arranged face-to-face, telephone consultation or online consultation.

**Suicide Prevention Lifeline**

1-800-273 8255

Hours of Operation: 24 hours a day/7 days a week

<http://www.suicidepreventionlifeline.org/>

Intervention and Prevention Services: The National Suicide Prevention Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. Since its inception, the Lifeline has engaged in a variety of initiatives to improve crisis services and advance suicide prevention.

# INDEX

- **A**
  - Army Emergency Relief (AER) – 45, 50, 142
  - Army Family/Teen Team Building Program – 19, 47, 142
  - Adult Behavioral Health Center – 20, 25, 26, 86, 87, 136, 138
  - Airport Shuttle Services – 82
  - Alcoholics Anonymous – 7, 30, 142
  - American Red Cross – 22, 23, 27, 50, 142
  - Animal Boarding - 62
  - Army Lodging - 68
  - Army Community Services – 45, 142
  - Army Herb Bateman Education Center - 41, 142
  - Army Substance Abuse Program (ASAP) – 7, 25, 30, 86, 142
  - Army Substance Abuse Program (Clinical Program) – 7, 25, 30, 86, 142
  - Army Wounded Warrior Program – 87, 121, 122, 142
  - Audiology Clinic (Ear Nose Throat Clinic) – 88, 144
  - Automotive Services – 78, 130, 142
  
- **B**
  - Better Opportunities for Single Soldiers (BOSS) – 115, 134
  
- **C**
  - Caregivers Mental Health and Wellbeing - 22
  - Caregiver Support - 23
  - Casualty Assistance Center – 25, 28, 56, 64, 143
  - Chaplain Services Family Life Center – 26, 28, 29, 48, 49, 50, 56, 132, 136, 143
  - Child Abuse and Neglect – 8, 123
  - Child, Youth and School Services – 12, 18, 143
  - Consumer Protection Office – 64, 143
  - Counseling - 20
  
- **D**
  - Department of Human Services/Food Stamps - 51
  - Dog Parks – 62, 143
  
- **E**
  - Emergency Crisis Hotline – 27, 29, 135, 144
  - Equal Employment Opportunity – 42, 144
  - Exceptional Family Members Program – 18, 92, 144
  
- **F**
  - Family Advocacy Program – 8, 9, 10, 14, 19, 20, 136, 144
  - Family Employment Readiness Program – 44, 144

Family Resource Center (ACS) – 50, 144

Financial Readiness – 46, 50 144

Fire Department – 14, 74, 144

Fisher House – 27, 144

Fitness Facilities - 58

Food Assistance - 50

- **H**

Hearing (Ear Nose Throat Clinic) – 86, 88, 144

Housing Services Office – 68, 145

- **I**

In and Out Processing – 104, 112, 146

Installation Chaplain's Office – 131, 146

- **J**

Job Information Center, NAF – 22, 42, 146

- **L**

Lending Closet – 46, 146

- **M**

Marriage & Family Counseling - 26

Master Resiliency Training – 25, 47, 146

Medical Evaluation Board Counsel – 80, 105, 146

Military Family Life Consultants (MFLC) – 20, 23, 26, 28, 46, 48, 132, 136, 146

Military OneSource Counseling Services – 21, 26, 27, 29, 49, 121, 132, 136, 147

Mobilization and Deployment Readiness (Family Program) – 48, 147

MWR Leisure Travel Services – 131, 147

My Army Benefits - 45

- **N**

Wounded Soldier and Family Hotline – 119, 146

New Parent Support Program -38, 146

Nutrition Clinic – 31, 146

- **O**
  - Ombudsman – 94, 119, 146
  - Optometry Clinic – 40, 86, 88, 143, 146
  - Outdoor Recreation – 124, 146
  - Outreach Program - 146
  
- **P**
  - Pharmacy – 86, 94, 146
  - Physical Therapy – 85, 92, 146
  - Police – 7, 73, 146
  - Preventive Medicine Services – 85, 92, 146
  
- **R**
  - Radiology – 85, 92, 146
  - Rape Crisis Counseling – 9, 146
  - Religious Education Center - 131
  - Retirement Services Office – 111, 147
  
- **S**
  - Salvation ArmyCorps Community Center – 53, 147
  - School Liaison – 14, 147
  - Sexual Assault Prevention and Response Program – 9, 147
  - Skies Unlimited – 11, 17, 147
  - Soldier Family Assistance Center (SFAC) – 118, 147
  - Soldier for Life – Transition Assistance Program – 20, 41, 102, 109
  - Staff Judge Advocate – 2, 47, 63, 147
  - Suicide Prevention Lifeline – 135, 147
  - Suicide Prevention – 24, 25, 86, 134
  - Survivor Outreach Services– 27, 55, 147
  
- **T**
  - Tragedy Assistance Program for Survivors – 28, 55, 144
  - Transition Office – 20, 41, 102, 109, 148
  - Transportation Office – 77, 109, 148
  - Tobacco Cessation Program – 30, 37, 85, 89, 147
  - Traumatic Brain Injury (TBI) – 99
  - Travel Office – 80, 140
  - TRICARE – 100, 144
  - TRICARE Dental Program – 97, 144

- U

USO – 38, 81, 148

United Way – 54, 148

- V

Victim Advocacy Program – 7, 8, 9, 13, 18, 20, 135, 142, 148

Vehicle Registration – 79 (DMV), 148

Veteran’s Affairs – 22, 115, 148

Veteran’s Crisis Line – 113

Veterinary Services – 61, 148

Volunteer Corps – 41, 140, 148

- W

Warrior Transition Unit (WTU) – 118, 148

Wounded Warrior Hotline - 119

## PHONE DIRECTORY

- A
  - AAFES (757) 887-2984/3488
  - Adult Behavioral Health (757) 314-7500
  - Air Force Civilian Personnel (757) 878-0661
  - Air Force Inns (757) 764-4667
  - Air Force Wounded Warrior Program (AFW2) 1-800-581-9437
  - Alameda Travel Government Travel Office (757) 887-8695/5577
  - Alcoholics Anonymous (757) 490-3980
  - All City Taxi (757) 380-8300
  - Allergy/Immunization Clinic (757) 314-7673
  - Alterations (757) 234-0527
  - American Red Cross (757) 878-3339
  - Anderson Field House (757) 878-2328
  - Arbys (757) 887-2748
  - Armed Forces Disciplinary Control Board Representative (757) 878-4551
  - Army Career and Alumni Program (757) 878-2881
  - Army Community Services (ACS) (757) 878-3129
  - Army Civilian Personnel Advisory Center (757) 878-2538
  - Army Education Center, Fort Eustis (757) 878-3613
  - Army Education Center, Fort Story (757) 422-7151
  - Army Emergency Relief (757) 878-1118
  - Army Family Action Plan (757) 878-3638
  - Army Family Team Building (757) 878-3129/3638
  - Army Substance Abuse Program, Clinical (757) 878-1674
  - Army Substance Abuse Program (757) 878-2924
  - Army Volunteer Corps Coordinator (757) 878-3129
  - Army Wounded Warrior Program (AFW2) 1-800-237-1336
  - Associated Cabs, Inc. (757) 887-3412
  - Aquatic Center (757) 878-1090
  - Automotive Craft Shop (757) 878-5440
  - Aviation Medicine Clinic (757) 314-8099
  - Awards (757) 878-2872
  
- B
  - Babysitter List (757) 878-4025
  - Bank of America (757) 887-7840
  - Barber Shop (757) 887-1975
  - Balfour Beatty Housing Office (757) 369-8335
  - Beauty Shop (757) 887-0292
  - Behavioral Health (757) 314-7558/7557
  - Better Opportunities for Single Soldiers (BOSS) (757) 878-2067/1046
  - Boarding Services (Animal)
    - Colony Animal Hospital (Newport News) (757) 877-6464
    - Mercury Animal Hospital (Hampton) (757) 826-4951

Burger King (757) 887-1602

- C

Caregiver Support Line 1-855-260-3274  
Carlson Wagonlit Travel Office (757) 878-5577  
Casualty Assistance Center (757) 878-1118/2689  
Chapel Information (757) 878-1316/1317  
Chaplain Services Family Life Center (757) 878-2202  
Charley's Grilled Subs (757) 887-2748  
Chesapeake Public School District (757) 547-0153  
Child Abuse/Domestic Violence Reporting (757) 878-0122  
Child Care Awareness of America 1-800-424-2246  
Child Development Center (CDC) (757) 878-4000/3294  
Child, Youth & School Services School Age Programs (757) 878-4025/1564  
Civil Liaison (757) 878-4551  
Claims Office (757) 878-5288 x224  
Command Judge Advocate (757) 878-3031 x222  
Commissary (757) 878-5608  
Community Health Nurse (757) 314-8037  
Community Home Finding, Relocation & Referral (CHRRS) (757) 878-2977  
Consignment Shop (Fort Eustis Spouses Club) (757) 887-0190  
Consumer Affairs Office (757) 878-5288  
COX Communication (757) 224-1111  
Crime Prevention (757) 878-5515/4555  
Criminal Law (757) 878-5288 x239

- D

DEERS 1-800-538-9552  
Defense, Finance & Accounting Service (757) 878-2185/2616  
Delta Dental Retiree Dental Program 1-888-838-8737  
Dental Headquarters (Fort Eustis) (757) 314-7980  
Dental Clinic (Fort Story) (757) 422-7077  
Dental Clinic (MCAHC) (757) 314-7925  
Department of Veteran Affairs Healthcare Administration 1-877-222-8387  
Department of Veteran's Services (757) 825-7893  
Department of Motor Vehicles (main number for all cities) (804) 497-7100  
Dermatology Clinic (757) 314-7673  
Dog Parks  
    Fido Field at Riverview Farm Park (Newport News) (757) 926-1400  
    Sandy Bottom Bark Park (Hampton) (757) 825-4657  
Dominion Virginia Power (Electric) 1-888-667-3000

- E
  - Ear Nose Throat Clinic (757) 314-7620
  - Engineering Work Order (757) 878-5225/5226
  - Engraving Shop (757) 878-3285
  - Enlisted Promotions (757) 878-2872
  - Enlisted Records (757) 878-3883
  - Emergency Assistance 911
  - Emergency Crisis Hotline (JBLE) (877) 995-5247
  - Employment Readiness Program (ACS) (757) 878-3638
  - Environmental Health (757) 314-7500
  - Equal Employment Opportunity (EEO) (757) 878-5325/3727
  - Equal Opportunity Office (Military) (757) 878-0021
  - Eustis Express (JBLE/Gas/Redbox/Car Wash/Subway) (757) 369-3772
  - Exceptional Family Member Program (ACS) (757) 878-1954
  - Exceptional Family Member Program (MCAHC) (757) 314-7932
  - Exchange Mobile Center (757) 874-6320
  - Eye Clinic (Optometry/Ophthalmology) (757) 314-7620
  
- F
  - Family Advocacy Program (757) 878-0807
  - Family Advocacy Victim Advocates (24/7) (757) 637-4035
  - Family Child Care (757) 878-5584
  - Family Employment Readiness Program (FERP) (757) 878-3173
  - Family Health Clinic (757) 314-7629
  - Family Life Chaplain (757) 878-2202
  - Family Outreach and Assistance (757) 878-2659
  - Family Readiness Group (Fort Eustis - ACS) (757) 878-3638
  - Family Readiness Group (Langley) (757) 764-3990
  - Financial Readiness Program (ACS) (757) 878-1974
  - Fire Department (757) 878-4281 x321
  - Firestone Complete Auto Care (757) 234-7577
  - First Advantage Federal Credit Union (757) 877-2444
  - Fisher House (Naval Medical Center Portsmouth) (757) 953-6889
  - Fit-To-Win (757) 878-2238
  - Flight Line Snack Bar (757) 878-3717
  - Flower Shop (757) 887-0574
  - Food Court (757) 887-2748
  - Fort Eustis Club (757) 878-5700
  - Fort Story Health Clinic (757) 422-7822
  - Frame Shop (757) 878-3285

- G
 

General Smalls Inn	(757) 878-2337
General Stanford Elementary School	(757) 888-3200
GameStop	(757) 243-2572/2516
Game Warden	(757) 878-4555
Gas Station	(757) 887-0392
Gastroenterology Clinic	(757) 314-7590
General Surgery Clinic	(757) 314-7590
Gifts and More	(757) 887-1050
GNC	(757) 887-8309
Groninger Library	(757) 878-5017
Gun Counter (PX)	(757) 887-0293 x295
  
- H
 

Hampton City Police Department	(757) 727-6510
Hampton Department of Human Services	(757) 727-1800
Hampton Public School District	(757) 727-2000
Hampton Roads Sanitation District (HRSD)	(7557) 460-2491
Health Management Clinic	(757) 314-7612
Herbert Bateman Education Center	(757) 878-3705/3613
Hertz	(757) 820-0601
Hops Cab	(757) 245-3005
Housing Services Office	(757) 878-2977
Hunting	(757) 878-2610
  
- I
 

ID/CAC Card Office	(757) 878-0948
Independent Cab	(757) 345-8378
Industrial Hygiene	(757) 878-5660
In/Out Processing (Fort Eustis)	(757) 878-1395
In/Out Processing (Langley)	(757) 764-2704/4230
Inspector General (Fort Eustis)	(757) 878-4844
Installation Chaplain's Office	(757) 878-1303/1304
Installation Weapon's Range	(757) 878-2610
Integrated Disability Evaluation Services (IDES)	(757) 314-7521
ITT Ticket Office	(757) 878-3694

- J
  - Jacob's Theater (757) 878-3436
  - Joint Deployment Training Center Main Phone (757) 878-6653
  - Registrar (757) 878-2987
  - Job Information Center, NAF (757) 764-2992
  
- L
  - Lakeside Cabins (757) 878-2610
  - Lakeside Catering Facility (757) 878-2259
  - Langley AFB Hospital (757) 225-7630
  - Langley ER (757) 764-6800
  - Laundromat (757) 880-0275
  - Leadership/Administration (Command Judge Advocate) (757) 878-5288 x247
  - Legal Assistance Office (757) 878-5288 x222
  - Lending Closet (757) 878-2563
  - Library (757) 878-5017
  
- M
  - Madison Child Development Center (757) 878-4000/3294
  - Marine Corps Wounded Warrior Call Center 1-877-487-6299
  - Mary Immaculate Hospital ER (757)-886-6000
  - Master Resiliency Training (757) 878-3638
  - McClellan Fitness Center (757) 878-5556/4380
  - McDonald Army Health Center (757) 878-7500
  - Medical Appointments-TRICARE North 1-866-645-4584
  - Medical Readiness Clinic (757) 314-8026
  - Medical Evaluation Board (757) 314-7521
  - Medical Evaluation Board Counsel (MEBC) (757) 314-7740/7729
  - MetLife TRICARE Dental Program (CONUS) 1-855-638-8371
  - Military Clothing (757) 887-8205
  - Military Family Life Consultant (MFLC) (757) 755-5512/5509
  - DOD Contractors--not ACS employees (757) 817-9028
  - Military Crisis Line 800-273-8255
  - Military OneSource Counseling Services 1-800-342-9647
  - Military Personnel Office (757) 878-5618
  - Military Police (757) 878-4555
  - Mini Park (757) 878-5883
  - Mobilization & Deployment Specialist (757) 878-2552
  - Mobilization and Deployment Readiness (Family Program) (757) 878-3638
  - MWR Leisure Travel Services (757) 878-3694/5031

- |  |                     |
|--|---------------------|
| MWR Special Events                                 | (757) 878-3638      |
| • N  |                     |
| National Wounded Soldier and Family Hotline        | 1-800-984-8523      |
| Navy Wounded Warrior – Safe Harbor Call Center     | 1-855-628-9997      |
| New Parent Support Nurses                          | (757) 878-0807      |
| New Parent Support Program                         | (757) 878-0807      |
| Newport News Department of Human Services          | (757) 926-6300      |
| Denbigh Satellite Office (Newport News)            | (757) 369-3160      |
| Newport News Police Department                     | (757) 928-4100      |
| Newport News Public Schools Crime Line             | (757) 591-3800      |
| Newport News Public School District                | (757) 591-4500      |
| Newport News Waterworks                            | (757) 926-1000      |
| Newport News/Williamsburg Airport                  | (757) 877-0221      |
| Non-Appropriated Funds Human Resource Office (NAF) | (757) 878-5100      |
| Norfolk International Airport                      | (757) 857-3351      |
| Norfolk Public School District                     | (757) 628-3830      |
| North End Cab                                      | (757) 244-4000      |
| Nutrition Counseling/Education                     | (757) 314-7612      |
| • O  |                     |
| Occupational Health                                | (757) 314-8038      |
| Office of Command Judge Advocate                   | (757) 878-5288      |
| Leadership/Administration, Ext. 247                |                     |
| Criminal Law, Ext. 239                             |                     |
| Special Asst. To the US Attorney, Ext. 235         |                     |
| Legal Assistance, Ext. 222                         |                     |
| Claims, Ext. 224                                   |                     |
| Official Mail Center                               | (757) 878-2011      |
| Ombudsman  | (757) 314-7542/7539 |
| Optical Shop                                       | (757) 847-3045      |
| Optometry (AAFES)                                  | (757) 887-3627      |
| Orange Cab Co.                                     | (757) 369-8977      |
| Orthopedics/Podiatry Clinic                        | (757) 314-7602      |
| Outdoor Recreation Rentals                         | (757) 878-2610      |
| Outreach & Family Assistance                       | (757) 878-2659      |
| • P  |                     |
| Parent Central Services                            | (757) 878-4025/1564 |
| Passport Office                                    | (757) 878-4204      |

Pathology (LAB)	(757) 314-7580
Patient Advocate	(757) 314-7855
Patriot Outfitters (Tactical Shop)	(757) 969-6618
Pediatrics Lion Clinic	(757) 314-7607
Pediatrics Tiger Clinic	(757) 314-7611
Pershing Child Development Center	(757) 878-4723/3072
Pharmacy Outpatient (1 <sup>st</sup> Floor)	(757) 314-7900
Pharmacy Refill (PX building)	(757) 314-7900 or 1-866-878-9321 (Refill call-in)
Physical Therapy Clinic	(757) 314-7616
Pines Golf Course	(757) 878-2252
Pizza Hut	(757) 369-8615
Poison Control Center	1-800-222-1222
Popeyes	(757) 887-2748
Portable Storage Service (PODS)	1-866-667-5593
Post Exchange	(757) 887-0293
Post Locator/Mail Management Section	(757) 878-2011/6523
Post Office	(757) 887-3793
Portsmouth Public Schools	(757) 393-8742
Poquoson City Public Schools	(757) 868-3055
Preschool Partners/Smart Beginnings	(757) 240-2731
Preventive Medicine Services	(757) 314-8031
Pregnant Soldier Wellness Program (PPPT)	(757) 314-8037
Processing Center- Student Management	(757) 878-3734/3633
Public Affairs Office	(757) 878-4920
Pulmonary (Sleep) Clinic	(757) 314-7603/7604
Pulmonary Functions Test (PFT)	(757) 314-7945
• R	
Radiology (X-Ray)	(757) 314-7745
Rape Crisis Counseling (Abuse Reporting)	(757) 878-0122
Release of Information	(757) 31-7868/7865
RAINN	1-800-656-HOPE
Recreation Center	(757) 878-3717
Recycling Center	(757) 878-2692
Red Cross (24 Hour Emergency)	1-877-272-7337
Red Cross (CPR Training)	(757) 838-7320
Red Cross (Fort Eustis)	(757) 878-3339
Reggies Restaurant	(757) 878-5331
Regimental Memorial Chapel	(757) 878-1316

Relocation Readiness Program (757) 878-3638  
Retirement Services Office (757) 878-3220  
Russ Child Development Center (757) 764-3584  
RV & Equipment Rental (757) 878-2610

- S

SAPR (Langley 24/7) (757) 764-7272  
SHARP (Fort Eustis 24/7) (757) 268-8967  
Safe School Hotline (Hampton) (757) 727-2255  
Safety Office, JBLE (757) 501-8224  
Salvation Army of the Virginia Peninsula (757) 838-4875  
Salvation Army Gloucester Service Center (804) 642-3960  
School Age Program (757) 878-5339  
School Liaison (757) 878-3514  
Sexual Assault Prevention and Response (Fort Eustis) (757) 268-8967  
Shoppette /Class VI (757) 887-0882  
SKIES (School of Knowledge, Inspiration, Exploration and Skills) (757) 878-4025  
Soldier and Family Assistance Center Wounded Warrior (757) 878-6900  
Soldier & Family Readiness (ACS) (757) 878-3638  
Special Asst. to the US Attorney (757) 878-5288 x235  
Specialty Shop (757) 234-6050  
Starbucks (757) 369-6088  
Strike Zone (757) 878-5482  
Staff Judge Advocate (757) 878-3031 x222  
Strong Heart Warrior Support Group (757) 878-3021/2203/2203  
Subway (757) 887-2748  
Suffolk Public Schools (757) 925-6750  
Suicide Prevention Lifeline 1-800-273 8255  
Survivor Outreach Services (757) 878-3887

- T

Taco Bell (757) 887-2748  
Tax Assistance Center (757) 878-2478/2343  
Tickets and Travel (757) 878-3694  
Tignor Dental Clinic (757) 314-8010  
Tobacco Cessation Program (757) 314-7612  
Traffic Offense (757) 314-3831  
Tragedy Assistance Program for Survivors (TAPS) 1-800-959-8277  
Transition Assistance Program (ACS) (757) 878-4955

- |  |                     |
|--|---------------------|
| Transportation Office (Inbound & Outbound Personal Property) | (757) 878-3124/4431 |
| Trial Defense  | (757) 878-2064      |
| Troop Medical Clinic #1                                      | (757) 314-8096      |
| Troop Medical Clinic # 2                                     | (757) 314-7654      |
| TRICARE North  | 1-877-874-2273      |
| TRICARE South  | 1-800-444-5445      |
| TRICARE West   | 1-877-988-9378      |
| TRICARE Dental Program                                       | 1-855-638-8371      |
| TRICARE Retiree Dental Program                               | 1-888-838-8737      |
| • U  |                     |
| Uniformed Services Organization (USO)                        | (757) 878-2415      |
| United Way First Call For Help                               | (757) 594-4636      |
| • V  |                     |
| VERIZON Wireless and Home Telephone Service                  | 1-877-798-2941      |
| Veteran Affairs  | 1-877-222-8387      |
| Veteran Affairs Medical Centers (VA)                         |                     |
| Hampton VA Medical Center                                    | (757) 722-9961      |
| Richmond VA Medical Center                                   | (804) 675-5000      |
| Salem VA Medical Center                                      | (540) 982-2463      |
| Veteran's Crisis Line  | 1-800-273-8255      |
| Veterinary Clinic (Fort Eustis)                              | (757) 878-5824      |
| Veterinary Clinic (Langley)                                  | (757) 764-5678      |
| Vehicle Registration   | (757) 878-1878      |
| Victim Advocacy Program                                      |                     |
| Virginia Beach City Public Schools                           | (757) 263-1000      |
| Virginia Child Protection Hotline                            | 1-800-552-7096      |
| Virginia Employment Commission (On-post)                     | (757) 878-0906      |
| Virginia Employment Commission (Off-post)                    | (757) 865-5800      |
| Virginia Natural Gas   | (757) 873-1322      |
| Virginia Wounded Warrior Program (VWWP)                      | 1-877-285-1299      |
| Volunteer Program (ACS)                                      | (757) 878-3042      |
| Volunteer Program (Red Cross)                                | (757) 878-3339/3168 |
| • W  |                     |
| Waiting Spouses Program "Hearts Apart"                       | (757) 878-2563      |
| Warrior Transition Unit (WTU)                                | (757) 878-1579      |
| Water Sports and Boat Rentals                                | (757) 878-2610      |
| Weapons Registration (Fort Eustis)                           | (757) 878-1878      |

Weapons Registration (Fort Story)	(757) 422-7878
WIC – Hampton	(757) 727-1140, option 4
WIC – Gloucester/Poquoson	(804) 693-2445
WIC – Newport News	
York/Denbigh WIC Clinic	(757) 886-2810
Peninsula Health Center WIC Clinic	(757) 594-7502
East End Health Clinic Facility WIC Clinic	(757) 247-2184
WIC – Williamsburg/James City County	(757) 253-4813
Williamsburg Human Services	(757) 220-6161
Williamsburg-James City County Public Schools	(757) 565-9383
Women, Infants & Children	(757) 886-2810
Women’s Health Clinic	(757) 314-7606
Wounded Warrior Project Resource Center	1-888-997-2586
Wounded Warrior and Family Hotline	1-800-984-8523

- Y

Yellow Cabs (Newport News)	(757) 855-1111
York County School Division	(757) 898-0300
York/Poquoson Social Services	(757) 890-3787
Youth Center (Middle School & Teen)	(757) 878-2662
Youth Programs	(757) 878-4448
Youth Sports & Fitness	(757)878-3724